



Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: Surveys Officer

Department/Division: Teaching Quality and Assurance Review Office (TQARO), Academic Registrar's Division (ARD)

Accountable to: Surveys Manager

Competency	Criteria	E/D
Knowledge and Experience	Educated to degree level or equivalent;	E
	An advanced knowledge of Microsoft Office applications, and databases;	E
	An ability to develop a comprehensive understanding of the issues, processes and procedures in your area;	E
	Experience of managing mailboxes and responding to emails in a timely manner;	E
	Experience of ensuring data quality and/or analysis of large datasets;	E
	Experience of using online survey software packages;	D
	Experience of reporting tools such as Business Objects;	D
	Experience of using data visualisation tools such as Tableau;	D
	Experience of using web-editing software such as Contensis or a similar system;	D
	Experience of SITS or a similar student records system;	D
	Experience of working in, or with, one or more Higher Education Institutions.	D



Communication	<p>Excellent oral and written communication skills;</p> <p>Proven ability to understand and convey (both in written and oral form) highly complex information in a clear and effective manner to people at all levels;</p> <p>Outstanding attention to detail and accuracy;</p> <p>Experience of dealing with confidential and sensitive material;</p> <p>Proven ability to collate, analyse and present information and data for reporting purposes.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>
Service Delivery	<p>Ability to adapt to change;</p> <p>Proven ability to monitor and maintain the quality and consistency of service delivery;</p> <p>Ability to work flexibly as part of a team.</p>	<p>E</p> <p>E</p> <p>E</p>
Planning and Organising Resources	<p>Proven ability to plan, prioritise and organise day-to-day work in accordance with overlapping deadlines and agreed objectives;</p> <p>Proven ability to work under pressure and to prioritise time effectively.</p>	<p>E</p> <p>E</p>
Initiative and Problem Solving	<p>Ability to make constructive operational recommendations to the post's line manager for the improvement of current policies and/or the development of future work;</p> <p>Evidence of ability to anticipate problems and recommend solutions.</p>	<p>E</p> <p>E</p>
Liaising and Networking	<p>Ability to exchange information with a wide variety of people in the most appropriate format;</p> <p>Proven ability to build internal/external networks, and to effectively and accurately exchange information with them.</p>	<p>E</p> <p>D</p>

E – Essential: requirements without which the job could not be done.

D – Desirable: requirements that would enable the candidate to perform the job well.