



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: Student Experience and Programme Delivery Officer

Department/Division:
Law School

Accountable to:
Service Delivery Manager (Undergraduate Programmes)

Competency	Criteria	E/D
Knowledge and Experience	Demonstrable administrative experience	E
	Excellent IT skills, including: <ul style="list-style-type: none">• Intermediate MS Word and MS Excel• Familiarity with MS Outlook or other email packages	E
	Experience of working in an academic or similar environment in an administrative capacity	D
	Experience of providing excellent administrative support	E
	An undergraduate degree or equivalent experience	E
Communication	Excellent communication skills, including the ability to communicate clearly and accurately, both orally and in writing, with a wide range of internal and external contacts	E
	Confidence in relating to a variety of people	E
	Experience of servicing committee meetings	D
Teamwork and Motivation	Experience of participating in and making a positive contribution to a team.	E
	Evidence of a pro-active approach to work	E
Liaison and Networking	Proven ability to liaise with internal and external contacts	E
	Demonstrable experience of establishing and maintaining good working relationships with a range of colleagues	E
Service delivery	Commitment to providing a high-quality service and conveying that standard to those using the Department's services	E



	A high level of numeracy, accuracy, and attention to detail	E
	The proven ability to use initiative to make suggestions about improvements to service delivery.	E
Planning and Organisation	Proven ability to plan, prioritise and manage a demanding and varied workload	E
	The ability to work with limited supervision	E
Initiative and Problem Solving	Experience of solving everyday problems and thinking creatively, including recognising when a problem should be referred to others	E
	Self-motivation and the proven ability to be proactive and manage tasks with a minimum of supervision	E
	Complete discretion when handling confidential material	E

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

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