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: Teaching Support Officer

Department/Division: Mathematics **Accountable to:** Department Manager

Competency	Criteria	E/D
Knowledge and experience	• Educated to degree level (or equivalent through experience). • Demonstrable experience of working in an academic or similar environment in an administrative capacity. • Excellent IT skills (MS Office). Confidence and willingness to learn new systems/software as required.	E E E
Communication	• Excellent written and verbal communication skills, including the ability to produce clear and accurate correspondence and documentation. • Ability to convey complex information in an accessible and professional form to a range of stakeholders. • Experience of committee servicing and writing minutes. • Experience of drafting, explaining and proof-reading complex queries or guidelines.	E E D D
Planning and Organising Resources	• Evidence of effective time management and planning. • Proven ability to plan, prioritise and systematically manage a demanding and varied workload to meet deadlines. • Ability to work under pressure and find appropriate solutions to problems. • Evidence of the ability to work on multiple projects concurrently without loss of attention to detail or accuracy.	E E E E
Service Delivery	• Experience of working within best practice policies and guidelines. • A high level of numeracy, accuracy and attention to detail. • Evidence of the ability to use initiative to make suggestions about improvements to service delivery.	E E D
Teamwork and Motivation	• Ability to work on own initiative. • Ability to work flexibly and proactively as part of a team. • Ability to secure co-operation from colleagues in meeting deadlines and agreed standards of quality.	E E E
Initiative and Problem Solving	• A solution-focused attitude and approach taken to all projects, whilst working within guidelines • Proven ability to highlight errors or problems and resolve them in a timely, responsible manner • Ability to use initiative to solve day-to-day problems with a minimum of	E E E

	supervision. • Ability to assess and review information, knowing when to refer on	E
Liaison and Networking	• Ability to develop and maintain effective working relationships with staff and students, both within the Department and across the School.	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.