



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: Programme Officer (Assessment)

Department/Division: Social Policy Accountable to: Teaching Operations Manager (Postgraduate)

Competency	Criteria	E/D
Knowledge and Experience	<ul style="list-style-type: none"> Educated to degree level or equivalent; or significant relevant work experience 	E
	<ul style="list-style-type: none"> Excellent IT skills across the range of Microsoft Office applications 	E
	<ul style="list-style-type: none"> Relevant experience of working in higher education, preferably in a student-facing environment 	D
Communication	<ul style="list-style-type: none"> Excellent oral and written communication skills, including grammatical accuracy and the ability to adapt content and style to a specific audience 	E
	<ul style="list-style-type: none"> Ability to : <ul style="list-style-type: none"> Communicate with a wide range of people in an appropriate manner 	E
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Convey complex information in a clear and concise manner 	E
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Develop effective communication strategies 	E
Teamwork and Motivation	<ul style="list-style-type: none"> Ability to: <ul style="list-style-type: none"> Work as part of a team of academic and professional services staff, as well as on own initiative 	E
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Constructively participate in team meetings, one-to-one meetings and wider departmental meetings 	E
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Maintain a consistently positive attitude towards colleagues and to make an outstanding contribution to the team and Department 	E



Planning and Organising Resources	<ul style="list-style-type: none"> • Excellent time-management skills, with the ability to organise a busy and demanding workload • Ability to work effectively with limited supervision 	<p>E</p> <p>E</p>
Initiative and Problem Solving	<ul style="list-style-type: none"> • Ability to: <ul style="list-style-type: none"> ○ Resolve complex, unprecedented problems ○ Respond to internal and external enquiries in an appropriate and confident manner ○ Recognise when to seek advice on issues of particular concern 	<p>E</p> <p>E</p> <p>E</p>
Liaison and Networking	<ul style="list-style-type: none"> • Ability to: <ul style="list-style-type: none"> ○ Act as a key authoritative interface between the Department and a wide range of academic and professional services staff across the School ○ Identify and develop links with external organisations for the benefit of the programmes and the wider Department ○ Liaise effectively with a wide range of stakeholders 	<p>E</p> <p>E</p> <p>E</p>
Service Delivery	<ul style="list-style-type: none"> • Outstanding attention to detail • Proven commitment to an ethos of continuous improvement • Ability to: <ul style="list-style-type: none"> ○ Provide outstanding service to students and colleagues at all times ○ Develop and manage effective administrative systems and processes • A demonstrable understanding of the particular demands arising from a very diverse student body and of how such issues can be addressed 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</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.