



Person Specification

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

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

Job title: Graduate Admissions Premium Service Manager (various specialisms)

Department/Division:

Graduate Admissions, Recruitment & Admissions – Academic Registrar’s Division (ARD)

Accountable to: Deputy Head of Admissions (Graduate)

Competency	Criteria	E/D
Knowledge and experience	• Significant practical experience of Admissions, including offer processing	E
	• Experience of offer checking	D
	• Significant administrative/clerical experience	E
	• Excellent IT skills	E
	• Good technical knowledge of SITS	E
	• Good technical knowledge of Salesforce	E
	• Experience of assessing the equivalence of international qualifications status	D
	• Experience of fee assessment criteria	D
	• Experience of producing procedural and training material	D
	• Educated to degree level or equivalent	D
	• Experience of forming relationships and networks with colleagues in other departments/divisions with diplomacy	E
	• Experience of line management	D
Communication	• Excellent verbal and written communication skills	E
		E



	<ul style="list-style-type: none"> • Ability to communicate complex information and procedures to applicants, service users and staff • Excellent interpersonal skills and ability to communicate effectively and confidently at all levels 	E
Service delivery	<ul style="list-style-type: none"> • Ability to contribute to the development of Graduate Admissions and the Premium Service • Ability to provide high standard of service to internal and external users 	E E
Planning and organising resources	<ul style="list-style-type: none"> • Ability to plan the work of other staff • Ability to plan and organise a busy workload • Excellent organisational skills • Ability to take responsibility for the operational planning and organisation of work areas and coordinate teams and projects 	E E E E
Teamwork and motivation	<ul style="list-style-type: none"> • Ability to lead and manage a team • Ability to work as part of a team • Ability to work under pressure with minimum supervision 	E E E
Liaison and networking	<ul style="list-style-type: none"> • Ability to liaise with departments and staff at all levels • Ability to build and maintain networks internally and externally across the education sector 	E E
Initiative and Problem Solving	<ul style="list-style-type: none"> • Ability to use creativity and initiative to resolve problems, sometimes where there is a lack of precedent, and which need to take into account the strategic implications for LSE 	E
Teaching and Training	<ul style="list-style-type: none"> • Ability to provide email, chat and general customer service training 	E



Coaching, development and instruction	<ul style="list-style-type: none">• Ability to provide coaching, development and instruction to staff	E
Investigation, analysis and research	<ul style="list-style-type: none">• Ability to collate and analysis data from a range of sources• Establish models and set the context for surveys and other forms of research	E D

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

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