



## 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:** Operations Assistant

**Department/Division:** Economic History

**Accountable to:** Deputy Department Manager

Competency	Criteria	E/D
<b>Knowledge and Experience</b>	Relevant experience of working in an administrative role in a Higher Education environment.	D
	Educated to degree level (or equivalent)	D
	Excellent IT skills – Microsoft Office: Word, Excel, Outlook etc. Google Sheets and Dropbox.	E
	Excellent attention to detail and high level of numeracy.	E
<b>Communications</b>	Excellent written and oral communication skills, including the ability to produce clear, accurate and detailed correspondence and documentation.	E
	A professional, diplomatic and assertive communication style, communicating effectively and confidently at all levels.	E
	Experience of dealing with delicate or difficult situations in an appropriate and professional manner	E
<b>Liaison and Networking</b>	The ability to build and maintain good working relationships with a range of colleagues.	E
	The ability to exchange and disseminate information effectively, initiating correspondence proactively as necessary	E
<b>Service Delivery</b>	Experience of providing a high quality, professional standard of excellent service, requiring excellent standard of timekeeping	E
	Demonstrable customer focused attitude including evidence of responding to simple and more complex enquiries, providing information accurately and promptly to internal and external customers	E



	Experience of working within best practice, policies and guidelines	E
<b>Planning and Organising Resources</b>	Experience of planning and organising own workload and use of initiative with limited supervision	E
	Experience of working to deadlines and prioritising multiple tasks with competing priorities, often under pressure, whilst maintaining attention to detail.	E
<b>Teamwork and Motivation</b>	Experience of participating in, and actively contributing to a team	E
	Ability to work within a small team in a professional and cordial manner	E
<b>Initiative and Problem Solving</b>	Experience of identifying relevant factors in information sources and to recognise and resolve incomplete / contradictory information	E
	Experience of sorting information into relevant categories and prioritising for action	E
	Experience of using initiative and common sense to solve problems	E
	Experience of anticipating problems and taking the initiative to identify and present potential solutions	E
	Experience of showing initiative and innovation whilst working within guidelines	E
	Proven experience of assessing and reviewing information, knowing when to refer on	E
<b>Decision Making</b>	Experience of working proactively and using own initiative.	E
	Experience of negotiating realistic timescales to complete a task and manage expectations	D
	Experience of day-to-day decision making and an ability to know when a decision should be referred.	E
<b>Pastoral care and welfare</b>	The ability to give supportive help and guidance to students	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.**