



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: Planning Officer (Surveys)

Department/Division: Planning Division

Accountable to: Senior Analyst (Education and Student Experience)

Competency	Criteria	E/D
Knowledge and experience	▪ Educated to degree level (or equivalent experience).	E
	▪ Experience of collating, documenting, quality checking and updating datasets.	E
	▪ Experience of manipulating datasets using formulae and other methods in tools such as Microsoft Excel and/or Alteryx.	E
	▪ Strong attention to detail.	E
	▪ Experience in the storage, management, and analysis of quantitative and qualitative survey data.	D
	▪ Experience in creating or using Management Information dashboards using Business Intelligence software such as Tableau, Qlikview, Power BI or equivalent.	D
	▪ Experience of training or supporting other users in the use of software tools.	D
	▪ Experience in developing new data products to serve business needs.	D
Planning and organising	▪ Experience in the use of statistical software such as SPSS, Stata or R for analysis.	D
Planning and organising	▪ Ability to plan and organise own workload and consistently meet deadlines, often under pressure.	E
	▪ Ability to monitor progress against objectives and agreed actions.	E
Initiative and problem solving	▪ Ability to establish and develop effective procedures / systems and formulate new ways of working.	E
	▪ Evaluate and select appropriate tools and techniques to improve business processes (particularly with respect to data management and analysis), in line with School and team guidance.	E
	▪ Identify gaps in own knowledge and skills and suggest strategies to address these, particularly with regard to technical/software skills.	E
Service delivery	▪ Excellent general IT skills including the use of key Microsoft products.	E



	<ul style="list-style-type: none">▪ Ability to produce robust analysis of quantitative and qualitative survey results identifying ongoing patterns and key areas for improvement.▪ Ability to contribute to and provide proactive support for colleagues, project groups and committees.	E E
Teamwork and motivation	<ul style="list-style-type: none">▪ Ability to work in a multi-disciplinary team, to collaborate with colleagues from different service areas and academic departments, and with differing skillsets, to achieve overarching goals.▪ Flexible and willing to be involved in a variety of ad-hoc projects not specifically referred to in job description.	E E
Communication and Liaison	<ul style="list-style-type: none">▪ Excellent communication and interpersonal skills, including the ability to produce and present written reports and verbal updates that communicate analytical findings to technical and non-technical audiences.▪ Ability to relate to and work with staff at all levels of the School.▪ Ability to disseminate relevant information, decisions and recommendations as appropriate.	E E 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.