



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: R&I Administrative Assistant

Department/Division: LSE Research and Innovation
Accountable to: R&I Operations Manager

Competency	Criteria	E/D
Knowledge & Experience	Excellent digital competence with experience in using core digital tools including internet, email, communication tools and Microsoft 365 applications.	E
Knowledge & Experience	Aptitude for becoming expert in other IT systems in order to guide others in their use.	E
Knowledge & Experience	Proven success with organising activities, events, or other logistical arrangements (such as office moves).	E
Knowledge & Experience	Experience of complex diary management, using professional judgement to coordinate and prioritise competing diary demands with diplomacy.	E
Liaison and Networking	Ability to develop good working relationships with internal and external contacts.	E
Teamwork and Motivation	Proven ability to build constructive working relationships with team members to ensure effective delivery of shared objectives.	E
Teamwork and Motivation	Ability to work proactively and on own initiative with minimal supervision	E
Initiative and Problem Solving	Evidence of actively seeking ways to improve processes and/or current levels of service.	E
Initiative and Problem Solving	Ability to recognise when a problem should be referred to others.	E
Initiative and Problem Solving	Adept at identifying and resolving problems, with the ability to adapt to changing circumstances and shifting deadlines.	E



Initiative and Problem Solving	Ability to use own initiative to reach a solution or offer advice on the appropriate course of action working within a set of procedures and regulations.	E
Planning and Organising Resources	Good time management and prioritisation skills, with the ability to work to deadlines for multiple stakeholders.	E
Planning and Organising Resources	Ability to plan and organise workload to ensure conflicting deadlines are met, often working on multiple tasks at once.	E
Service Delivery	Demonstrable service led, customer focused approach to work, with ability and a strong commitment to deliver a high-quality professional service.	E
Service Delivery	Conscientious and hard-working, with demonstrable attention to detail and an ability to follow administrative procedures to a high standard.	E
Service Delivery	A keen ability to understand and explore the needs of users and make suggestions and recommendations to meet their needs.	E
Communication	Ability to communicate effectively and confidently at all levels of seniority and to different audiences, both orally and in writing - providing a positive first impression and good customer experience.	E
Communication	Ability to develop guidelines and resource materials using the most appropriate medium.	E
Communication	Experience in communications, including production and coordination of web pages and social media outputs.	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.