



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: Assessment and Regulation Officer

Department: Media & Communications
Accountable to: Department Manager

Criteria	Evidence	E/D
Knowledge and Experience	Demonstrable administrative experience	E
	Excellent IT skills, including: <ul style="list-style-type: none"> Advanced MS Excel and Intermediate MS Word Familiarity with MS Outlook or other email packages 	E
	Experience of working in an academic or similar environment in an administrative capacity	D
	Experience of working with a student database or similar	D
Service delivery	Commitment to providing a high quality service and conveying that standard to those using the Department's services	E
	Proven experience of providing services and information accurately and promptly to internal and external customers	E
	A high level of numeracy, accuracy and attention to detail	E
	The proven ability to use initiative to make suggestions about improvements to service delivery	D
Communication	Excellent communication skills, including the ability to communicate clearly and accurately, both orally and in writing, with a wide range of internal and external contacts	E
	Ability to recognise sensitive matters and exercise tact and discretion	E
	Experience of servicing committee meetings	D
Teamwork and Motivation	Evidence of making an active contribution within a team and of providing support to other team members when necessary	E



	Experience of researching and passing on information	E
	An understanding of the needs of a diverse student and staff body	E
Liaison and Networking	Proven ability to liaise with internal and external contacts effectively to achieve shared goals	E
	Ability to maintain knowledge, particularly relating to procedures and regulations, through networks and establishing effective channels of communication with colleagues	E
Planning and Organisation	Proven ability to plan, prioritise and manage a demanding and varied workload, and meet concurrent deadlines	E
	The ability to work confidently with limited supervision and know when to defer to others or seek guidance on a task	E
Initiative and Problem Solving	Experience of solving everyday problems and thinking creatively, including recognising when a problem should be referred to others	E
	Self-motivation and the proven ability to be proactive and manage tasks with a minimum of supervision	E
	Complete discretion when handling confidential material	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.