



## 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:** Alumni & Supporter Experience Assistant

**Department/Division:** Philanthropy and Global Engagement

**Accountable to:** Alumni & Supporter Experience Manager

Competency	Criteria	E/D
Knowledge/ Skills/Abilities:	A proven track record of working in a fast-paced customer service environment	E
	Ability to multi-task and juggle competing priorities at pace	E
	A general understanding of cyber security risks and data protection legislation	E
	Good working knowledge of key Microsoft platforms, including Outlook and Sharepoint	E
	Experience facilitating events	E
	Experience using a CRM to record and pull data	D
	Experience working in a front-of-house or reception role	D
Communication	High level written and oral communication skills, with the ability to provide information in a clear and coherent manner	E
	Ability to communicate in a friendly and warm tone, whilst maintaining professional standards and keeping within LSE's Tone of Voice guidelines	E
	Experience resolving disputes or complaints	D



	Experience using a mass-marketing email platform and graphic design platforms (such as Canva)	D
Teamwork and Motivation	A team player willing to work with or support others to achieve wider team goals	E
	Willingness to use initiative to solve problems	E
	Ability to work independently, whilst also understanding when to ask for help or direct issues upwards	E
	A flexible approach to working and willingness to adapt to the changing needs of the business, including working outside of normal hours	E
Liaison and Networking	Ability to build up networks of key staff contacts across the School in both service divisions and academic departments as well as building strong relationships within PAGE.	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.**