



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: Graduate Intern: Programme Support and Process Innovation

Department/Division: Geography and Environment **Accountable to:** Department Manager

Competency	Criteria	E/D
Knowledge and experience	Examples of data administration and office Procedures	E
	Examples of effectively using Microsoft Office (Outlook, Word and Excel in particular)	D
	Previous experience of working in Higher Education.	D
	Experience of web page maintenance	D
	Experience of automating work processes e.g.: Power Automate or VBA	D
Communication	Excellent written and oral communication skills	E
	Examples of handling phone and face-to-face enquiries	E
	Ability to communicate in a diplomatic and tactful manner with people at all levels and from a wide variety of backgrounds	E
	The ability to deal discreetly with confidential matters	E
	Examples of producing step by step user guides or walkthroughs	D
Liaison and Networking	Examples of carrying out day to day liaison with a range of colleagues both internally and externally	E
	Examples of maintaining contacts and developing new ones	E



Service Delivery	Examples of proactively assessing customer needs	E
	Examples of providing excellent customer service	E
	Ability to ensure that information is disseminated promptly	E
Planning and Organising Resources	Examples of having organised own work and met deadlines in accordance with guidelines given by manager	E
	Evidence of attention to detail and accuracy	E
	The ability to adapt to changing demands and circumstances	E
Teamwork and Motivation	Examples of having participated in and contributed to a team	E
	The ability to use initiative to solve day-to-day problems	E
	Examples of having proposed new and innovative solutions	D
Investigation, Analysis and Research	Examples of having carried out own research to find out new information	E
	Ability to evaluate projects	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.