



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: Surveys Officer

Department/Division: Teaching Quality and Assurance Review Office (TQARO), Academic Registrar's Division (ARD)

Accountable to: Surveys Manager

Competency	Criteria	E/D
Knowledge and Experience	Educated to degree level or equivalent;	E
	An advanced knowledge of Microsoft Office applications and databases;	E
	An ability to develop a comprehensive understanding of the issues, processes and procedures in your area;	E
	Experience of managing mailboxes and responding to emails in a timely manner;	E
	Experience of ensuring data quality and/or analysis of large datasets;	E
	Experience of change management;	D
	Experience of using online survey software packages;	D
	Experience of reporting tools such as Business Objects;	D
	Experience of using data visualisation tools such as Tableau;	D
	Experience of using web-editing software such as Contensis or a similar system;	D
Experience of SITS or a similar student records system;	D	
Experience of working in, or with, one or more Higher Education Institutions.	D	
Communication	Excellent oral and written communication skills;	E
	Proven ability to understand and convey (both in written and oral form) highly complex information in a clear and effective manner to people at all levels;	E



	Outstanding attention to detail and accuracy;	E
	Experience of dealing with confidential and sensitive material;	E
	Proven ability to collate, analyse and present information and data for reporting purposes.	D
Service Delivery	Ability to adapt to change;	E
	Proven ability to monitor and maintain the quality and consistency of service delivery;	E
	Ability to work flexibly as part of a team.	E
Planning and Organising Resources	Proven ability to plan, prioritise and organise day-to-day work in accordance with overlapping deadlines and agreed objectives;	E
	Proven ability to work under pressure and to prioritise time effectively;	E
	Proven ability to undertake project management work.	D
Initiative and Problem Solving	Ability to make constructive operational recommendations to the post's line manager for the improvement of current procedures and/or the enhancement of future work;	E
	Evidence of ability to anticipate problems and recommend solutions.	E
Liaising and Networking	Ability to exchange information with a wide variety of people in the most appropriate format;	E
	Proven ability to build internal/external networks, and to effectively and accurately exchange information with them.	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.