

**PERSON SPECIFICATION**

**Student Programmes Coordinator**

**Vacancy Ref: 0611-24**

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| **Criteria** | **Essential/ Desirable** | **Application Form / Supporting Statements/ Interview \*** |
| Effective numeracy, literacy and word processing skills | Essential | Application Form |
| Experienced IT user, able to demonstrate: appropriate and effective use of Microsoft Office packages, databases / customer records management systems; and the ability and willingness to adapt to work with new IT systems and software in an evolving digital environment | Essential | Supporting Statements/ Interview |
| To convey an appropriate rationale and interest in applying for this particular post (covering letter) | Essential | Application Form/ Interview |
| Advocate of customer care including experience of dealing with a range of customer queries/concerns in a professional manner | Essential | Supporting Statements/Interview |
| The ability to present information in an accurate and appropriate format with close attention to detail | Essential | Application Form |
| Experience of handling confidential information and knowledge of Data Protection legislation | Essential | Supporting Statements |
| Ability to be self-motivating, use initiative and be able to delegate as appropriate | Essential | Interview |
| Effective time management skills, experience of prioritising workload to meet competing deadlines | Essential | Interview |
| Excellent communication skills, both written and oral | Essential | Application Form / Interview |
| Commitment to ongoing personal development and training | Essential | Interview |

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* **Application Form** – assessed against the application form, curriculum vitae and letter of support. Applicants will not be asked to answer a specific supporting statement. Normally used to evaluate factual evidence e.g. award of a qualification. Will be “scored” as part of the shortlisting process.
* **Supporting Statements** - applicants are asked to provide a statement to demonstrate how they meet the criteria. The response will be “scored” as part of the shortlisting process.
* **Interview** – assessed during the interview process by either competency based interview questions, tests, presentation etc.