

**PERSON SPECIFICATION**

**FST Departmental Officer**

**Vacancy Ref: 0726-24**

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| **Criteria** | **Essential/ Desirable** | **Application form / supporting statement / interview** |
| Evidence of appropriate rationale and interest in applying for this post | Essential | Application form/interview |
| Educated to degree level or equivalent professional experience | Essential | Application form |
| Senior administrative experience preferably within a higher education environment | Essential | Application form/interview |
| The ability to manage and prioritise a diverse workload, to meet deadlines and to work under pressure | Essential | Supporting statement/interview |
| Ability to work effectively in a team, and to enthuse and motivate others to achieve results | Essential | Supporting statement/interview |
| Well developed skills in identifying, collecting, organizing, synthesizing and communicating information  | Essential | Supporting statement/interview |
| Advocate of customer care including experience of dealing with a range of complex queries or issues in a professional manner | Essential | Supporting statement/interview |
| Experience of process design, review and/or improvement, preferably in a higher education environment | Essential | Supporting statement/interview |
| Ability to build effective relationships with and influence a range of stakeholders at all levels | Essential | Supporting statement/interview |
| Demonstrable commitment to continuous improvement | Essential | Application form/interview |
| Demonstrable commitment to continued professional development | Essential | Application form/interview |
| Previous line management experience  | Desirable | Application form |
| Experience in quality assurance procedures, records management and supporting committees | Desirable | Application form |

* **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 eg 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 competency based interview questions, tests, presentation etc.