

**PERSON SPECIFICATION**

**Student Programmes Officer**

**Vacancy Ref: NXXX**

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| **Criteria** | **Essential/ Desirable** | **Application Form / Supporting Statements/ Interview** |
| Effective numeracy, literacy, and word processing skills  | Essential | Application Form |
| To convey an appropriate rationale and interest in applying for this particular post.  | Essential | Interview/Covering letter |
| Experience of managing or supervising a team of people to drive results and ensure effective change and continuous improvement. | Essential | Supporting Statements/Interview |
| Experience of delivering high quality administrative services in a Higher Education or other relevant environment. | Essential | Supporting Statements/Application Form |
| Advanced Microsoft Office skills and experience of computer systems, databases and spreadsheet packages | Essential | Supporting Statements/ Interview |
| An advocate of excellent customer care with extensive experience of dealing with a range of customers, particularly within an administrative service context.  | Essential | 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, specifically General Data Protection Regulations (GDPR). | Essential | Supporting Statement |
| Ability to self-motivate, use initiative and delegate when appropriate. | Essential | Supporting Statements/ Interview |
| Effective time management skills with demonstrable 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.