

PERSON SPECIFICATION
Student Programmes Coordinator
Vacancy Ref:

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.