

PERSON SPECIFICATION
Student Programmes Officer
Vacancy Ref: NXXX

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	Supporting Statements/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.