

**PERSON SPECIFICATION**  
**Student Programmes Officer, Psychology**  
**Vacancy Ref: N1865**

<b>Criteria</b>	<b>Essential/ Desirable</b>	<b>Application Form/ Supporting Statements/ Interview *</b>
Educated to degree level, or able to demonstrate equivalent experience, with a minimum of 5 GCSEs grade A-C (or equivalent), including Maths and English	Essential	Application Form
Convey an appropriate rationale and interest in applying for this particular post.	Essential	Supporting Statements
Experience of delivering Student administration, ideally within a HE environment.	Essential	Supporting Statements / Interview
Experience of reviewing and developing processes and practices to achieve effective change, whilst identifying and considering the needs of all stakeholders.	Essential	Supporting Statements / Interview
Experienced IT user, able to demonstrate appropriate and effective use of Microsoft Office packages, databases / Customer records management systems	Essential	Supporting Statements / Interview
Experience of communicating effectively (both written and verbal) with a wide range of stakeholders in a supportive and 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 / Interview
Experience of handling confidential information and knowledge of current Data Protection legislation.	Essential	Supporting Statements / Interview
Ability to be self-motivating, use initiative and be able to delegate as appropriate.	Essential	Supporting statements / Interview
Effective time management skills, experience of prioritising workload effectively to meet competing deadlines.	Essential	Supporting Statements / Interview
Commitment to ongoing personal development and training	Essential	Application Form / Interview
Experience of providing administrative support for either Undergraduate or Postgraduate student programmes in a HE environment.	Desirable	Supporting Statements / Interview
Experience of managing or leading a team of people to deliver a high standard of customer service, whilst ensuring ongoing review of practices and implementation of effective and appropriate change and development.	Desirable	Supporting statements / Interview

\*

- **Application Form** – assessed against the application form, curriculum vitae and letter of support. Applicants will not be asked to make a specific supporting statement. Normally used to evaluate factual evidence eg award of a PhD. 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.