PERSON SPECIFICATION
Student Programmes Officer
Vacancy Ref: N1955

Criteria	Essential/ Desirable	Application Form / Supporting Statements/ Interview *
Effective numeracy, literacy and word processing skills (GCSE Maths and English and ECDL, or equivalent).	Essential	Application Form
Advanced Microsoft Office skills and experience of computer systems, databases and spreadsheet packages.	Essential	Supporting Statements/ Interview
To convey an appropriate rationale and interest in applying for this particular post.	Essential	Application Form/ Interview
Experience of administrative processes in a Higher Education environment or a relevant environment.	Essential	Supporting Statements
Advocate of customer care including experience of dealing with a range of customer queries/concerns in a professional manner.	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.	Essential	Supporting Statements
Experience of managing or supervising a team of people to drive results and ensure effective change and continuous improvement.	Desirable	Supporting Statements/ Interview
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 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 either competency based interview questions, tests, presentation etc.