

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: Doctoral School Recruitment & Scholarships Officer

Department: Doctoral School

	Essential	Desirable	Tested by Application Form/Interview/Test
Knowledge, Education, Qualifications and Training			
Educated to A' Level or equivalent administrative experience	x		Application Form
Educated to degree level		x	Application Form
Understanding of the HE student life cycle	x		Application Form
Knowledge of Student Record Systems and related software		x	Application Form
Skills and Abilities			
Excellent oral and written communication skills including ability to write procedures and reports	x		Application form / Interview / Test
Excellent interpersonal skills including an ability to talk to a wide range of people with tact and diplomacy.	x		Application form / Interview / Test
Good IT skills and proven ability to learn new systems and programmes	x		Application form / Interview / Test
Confident with numerical data manipulation	x		Application form / Interview / Test
Ability to undertake tasks that require a high level of attention to detail and accuracy checking	x		Application form / Interview / Test
Ability to use creative problem-solving techniques to navigate complicated cases	x		Application form / Interview / Test
A professional approach and manner	x		Application form / Interview / Test
Excellent organisational skills and ability to work under pressure, prioritise conflicting demands and meet strict deadlines	x		Application form / Interview / Test
Experience			
Excellent customer service skills and experience of responding to enquiries and requests from a range of service users at various levels within an organisation	x		Application form / Interview

Experience of writing documents and producing analytical reports	x		Application form / Interview
Experience of using reporting tools		x	Application form / Interview
Experience of attending/servicing committees		x	Application form / Interview
Experience of creating and updating communication materials, including webpages		x	Application form / Interview
Other requirements			
Committed to personal development and interested in building a career in academic administration	x		Application form / Interview
Readiness to work on an occasional weekend as required	x		Application form