



Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: Scholarships and Financial Support Coordinator

Department/Division: Recruitment & Admissions **Accountable to:** Scholarships and Financial Support Officer

Competency	Criteria	E/D
Knowledge and Experience	Experience in delivering and/or providing information about financial support or other services to students or other clients / stakeholders	E
Knowledge and Experience	A working knowledge of relevant IT systems, particularly MS Word, MS Excel, MS Outlook	E
Knowledge and Experience	Experience of assessing financial support applications or similar.	D
Knowledge and Experience	Experience of SITS (student record system) or another database record system	D
Knowledge and Experience	Experience of using CRM functionality for the purposes of enquiry management and resolution	D
Knowledge and Experience	Experience of working in a customer-facing environment	E
Knowledge and Experience	Experience of writing, editing and setting out web pages	D
Capabilities and Skills	Ability to maintain excellent standards of service delivery across multiple areas and support others to do so, proactively anticipating factors that might impact on quality / capacity of service	E



Capabilities and Skills	Excellent organisational skills, including ability to plan and prioritise a varied workload, and meet deadlines in accordance with agreed objectives	E
Capabilities and Skills	Good numeric skills and excellent attention to detail and accuracy.	E
Capabilities and Skills	Good writing skills with excellent attention to grammar and spelling	E
Capabilities and Skills	Ability to understand and convey complex information in a clear and effective manner	E
Capabilities and Skills	Ability to evaluate information and to separate key facts from extraneous details to reach decisions and/or make recommendations	E
Capabilities and Skills	Ability to solve problems with flexibility, timeliness and imagination to deliver services effectively to all relevant stakeholders	E
Capabilities and Skills	Ability to develop effective working relationships with internal and external contacts and to exploit those relationships to the benefit of all concerned	E
Capabilities and Skills	Proven ability to take an active part within a team, work closely with colleagues and lead on specific activities	E

E – Essential: requirements without which the job could not be done.

D – Desirable: requirements that would enable the candidate to perform the job well.