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: Programmes Co-ordinator	
Department/Division: Management	**Accountable to: Programme Administrator**

Competency	Evidence	E/D
Knowledge and experience	Previous experience of working in a customer service role within an office environment.	E
	High standard of numeracy and literacy.	E
	Excellent IT skills – Microsoft Office including Word, Excel, and Outlook.	E
	Experience of general office administration, including email, mail merge, databases, filing and photocopying.	E
	Experience working on events.	D
	Experience working at a reception or similar front line service.	D
	Experience of using and working with databases to produce reports and statistics.	D
	Knowledge of, specialist databases and virtual learning environment software e.g. SITS and Moodle.	D
	Experience of servicing meetings and minute writing.	D
Communication	Excellent verbal and written skills and the ability to communicate effectively and confidently at all levels.	E
	Ability to understand and convey information in a clear and accurate manner.	E

Planning and organising resources	Ability to plan and organise own workload and use initiative with limited supervision. Ability to work to deadlines and to prioritise multiple workloads whilst maintaining attention to detail. Ability to effectively devise, implement and maintain record systems.	E E E
Teamwork and motivation	Ability to work effectively in a team. Ability to maintain a positive, 'can do' attitude at all times and to demonstrate a proactive approach to assisting colleagues and motivating others.	E E
Service Delivery	Ability to provide a high standard of service and to provide information accurately and promptly to internal and external stakeholders. A high level of accuracy and attention to detail.	E E
Initiative and problem solving	Ability to recognise when a problem should be referred. Ability to solve day-to-day problems as they arise. Ability to evaluate, from a number of options, the most appropriate course of action.	E E 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.