

## Person Specification

<b>Post Title:</b>	Graduate Service Desk Communications Analyst	<b>Post No:</b>	
<b>Organisation Unit:</b>	Information Systems – Service Desk		
<b>Salary:</b>	£23,500 p.a.	<b>Date Compiled :</b>	Dec 2018

Attributes	Essential	Desirable
<b>Knowledge</b>	<p>Able to demonstrate a good working knowledge of Microsoft Office (including Office 365) products and social media platforms</p> <p>Understanding the importance of student feedback.</p> <p>Understanding the importance of staff communication at critical times</p>	<p>Basic understanding of Information Systems and how users use these services</p> <p>Understanding of Nottingham Trent Students' Union democratic processes.</p>
<b>Skills</b>	<p>Excellent interpersonal and communication skills (both verbal and written)</p> <p>Meeting customer expectations through excellent customer focus and a solution driven approach</p> <p>Able to understand and document processes</p> <p>Strong organisational skills with attention to detail</p> <p>Ability to prioritise workload, exercise judgment, and meet set deadlines</p> <p>Good presentation skills</p> <p>Good web development and publishing skills</p>	<p>Good skills and experience in service management, principles, practices, tools and techniques</p> <p>Writing technical and user materials</p> <ul style="list-style-type: none"> <li>- Procedural</li> <li>- Instructional</li> <li>- Bulletins and Newsletters</li> <li>- For the web</li> </ul> <p>Project management skills</p> <p>Interactive user guides and video creation</p>

<b>Experience</b>	<p>Experience of developing new processes and control</p> <p>Working independently and within a team</p> <p>Exposure to preparing and presenting information in the form of updates or options for discussion</p>	<p>Experience communicating important information with professional and managerial staff</p> <p>Experience relating to student representation and feedback</p>
<b>Qualifications</b>	NTU Undergraduate Graduate Degree of 2:1 or above, obtained within the last two years (Since summer 2017)	

<b>Competencies</b>	<b>COMPETENCY - Essential</b>	<b>LEVEL</b>	<b>COMPETENCY - Desirable</b>	<b>LEVEL</b>
	<p><b>Organisation &amp; Delivery:</b> Plans time taking account of organisational priorities and other colleagues' work roles to achieve results.</p> <p><b>Making Informed Decisions:</b> Uses analyses, reports and data to test the validity of options and assess risk before taking decisions. Ensures optimum decisions are taken.</p> <p><b>Team Working:</b> Works effectively as a team member. Takes responsibility for getting things done as part of a team.</p> <p><b>Customer Focus:</b> Works to identify customer needs. Seeks feedback and develops service delivery accordingly. Influences and develops ideas to enhance customer satisfaction.</p>	<p><b>2</b></p> <p><b>2</b></p> <p><b>2</b></p> <p><b>2</b></p>	<p><b>Adaptability:</b> Willingly takes on new tasks/adopts new approaches as required, as appropriate to job role.</p> <p><b>Communicating &amp; Influencing:</b> Communicates information effectively to a wide range of diverse stakeholders, influencing events.</p>	<p><b>2</b></p> <p><b>2</b></p>

\* Please note: in compliance with our obligations under the Immigration, Asylum & Nationality Act 2006, we will require to check original documentary proof of eligibility to work in the UK

[www.ntu.ac.uk/humanresources/](http://www.ntu.ac.uk/humanresources/)