

Person Specification

Post Title:	Graduate CERT Officer	Post No:	
Organisation Unit:	Professional Services and The Centre for Student and Community Engagement		
Salary:	£23,500 p.a.	Date Compiled:	Dec 2018

Attributes	Essential *	Desirable
Knowledge	Able to demonstrate a good working knowledge of Microsoft Office (including Office 365) products and other digital tools	<p>Knowledge of social media platforms and their uses</p> <p>Knowledge of different routes into undergraduate study e.g. A-levels, BTECs, Access Courses</p>
Skills	<p>Excellent communication skills (both verbal and written) at all levels</p> <p>Excellent interpersonal skills and the ability to develop relationships quickly</p> <p>Excellent organisational skills with attention to detail</p> <p>Ability to prioritise workload, exercise judgment, and meet strict deadlines</p> <p>Ability to work collaboratively with undergraduate students and with staff across the University.</p>	<p>Ability to work proactively and independently without supervision, exercising judgement and initiative as necessary</p> <p>Meeting customer expectations through excellent customer focus and a solution driven approach.</p>
Experience	<p>Experience of delivering and analysing information.</p> <p>Working independently and within a team and dealing with unforeseen issues in ever changing circumstances.</p>	<p>Experience of supporting with the planning and organising of events: meetings, conferences or seminars</p> <p>Experience as a CERT Mentor.</p>

	<p>Experience of working with students in a supportive capacity as a mentor, ambassador, course representative or equivalent role.</p> <p>Experience of managing a diverse workload.</p>	
Qualifications	NTU Graduate degree of 2:1 or above within the last 2 years	

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

Competencies	COMPETENCY - ESSENTIAL	LEVEL	COMPETENCY - DESIRABLE	LEVEL
	Team Working: Leads aspects of team work, seeking and implementing improvements to the team's outputs/service and developing colleagues within the team. Challenges colleagues	2	Leading and Coaching: Displays high personal standards, gives and receives feedback and ensures that colleagues are aware of their roles and responsibilities. Leads by example.	2
	Customer Focus: Works to identify customer needs. Seeks feedback and develops service delivery accordingly. Influences and develops ideas to enhance customer satisfaction.	2	Creativity and innovation Seeks out, reviews and integrates new ways of working into role	2
	Communicating and Influencing: Communicates information effectively to a wide range of diverse stakeholders, influencing events.	2		
	Making informed decisions Uses analysis, reports and data to test the validity of options and assess the risk before taking decisions. Ensures optimum decisions are taken.	2		
	Organisation and Delivery: Plans time taking account of organisational priorities and other colleagues' work roles to achieve results	2		
	Adaptability: Willingly takes on new tasks/adopts new approaches as required as appropriate to job role. Participates in PDR and takes responsibility for keeping professional skills and knowledge up to date.	2		
	Entrepreneurial and Commercial focus: Works to ensure that resources are used with care and due regard to cost and the environment.	2		