

Person Specification

Post Title: Graduate Digital Learning Advisor	Post No:
Organisation Unit: Professional Services	
Salary: £23,500 p.a.	Date Compiled: Dec 2019

Attributes	Essential *	Desirable
Knowledge	<p>Able to demonstrate a excellent working knowledge of Microsoft Office (including Office 365) products and other digital tools</p> <p>Understanding of how to create learning modules/courses</p>	Familiarity with project management process and methodologies
Skills	<p>Excellent communication skills (both verbal and written) at all levels and the ability to develop relationships quickly</p> <p>Meeting customer expectations through excellent customer focus and a solution driven approach</p> <p>Strong organisational skills with attention to detail</p> <p>Ability to influence others through persuasion and negotiation</p> <p>Ability to prioritise workload, exercise judgment, and meet set deadlines</p> <p>Ability to network effectively and work collaboratively with other staff within post department and University-wide</p> <p>Analytical and decision-making skills with a clear and logical approach to work.</p>	Ability to work proactively without supervision, exercising judgement and initiative as necessary

Experience	Experience of delivering and analysing reports/information Working independently and within a team and dealing with unforeseen issues in ever changing circumstances	Communicating with professional and managerial staff
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	<p>Use a solutions-driven approach when dealing with unforeseen circumstances</p> <p>Experience of planning and organising events: meetings, conferences or seminars</p> <p>Exposure to preparing and presenting information in the form of updates or options for discussion</p> <p>Experience of managing a diverse workload</p>	
Qualifications	NTU Graduate degree of 2:1 or above within the last two 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
	<p>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.</p>	2	<p>Adaptability Willingly takes on new tasks/adopts new approaches as required as appropriate to job role. Participates in appraisal process and takes responsibility for keeping professional skills and knowledge up to date.</p>	1
	<p>Customer Focus: Works to identify customer needs. Seeks feedback and develops service delivery accordingly. Influences and develops ideas to enhance customer satisfaction.</p>	2	<p>Creativity and innovation Seeks out, reviews and integrates new ways of working into role.</p>	1
	<p>Communicating and Influencing: Communicates information effectively to a wide range of diverse stakeholders, influencing events.</p>	2		
	<p>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.</p>	2		
	<p>Organisation and Delivery: Plans time taking account of organisational priorities and other colleagues' work roles to achieve results.</p>	2		