

Person Specification

Post Title:	Graduate Business Processes & Information Management Co-ordinator	Post No:	
Organisation Unit:	Professional Services		
Grade:	Spine point: £23,500	Date Compiled:	November 2019

Attributes	Essential *	Desirable
Knowledge	<p>Able to demonstrate a good working knowledge of Microsoft Office (including Office 365) products</p> <p>Information management (the handling of data/information-whether that be collection, storage, dissemination, archiving or destroying it)</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 solutions 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 strict 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</p>	Ability to work proactively without supervision, exercising judgement and initiative as necessary.

	approach to work.	
Experience	<p>Business process mapping (detailing and visualising processes to improve understanding of business functions)</p> <p>Experience of delivering and analysing reports/information</p> <p>Working independently and within a team and dealing with unforeseen issues in ever changing circumstances</p> <p>Use a solutions-driven approach when dealing with unforeseen circumstances</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>	<p>Communicating with professional and managerial staff</p> <p>Ability to demonstrate good experience of analytical tools (e.g. Power BI, Excel or similar)</p>
Qualifications	<p>NTU Graduate degree of 2:1 or above</p> <p>OR</p> <p>NTU Graduate degree of 2:1 or above with a NTU Postgraduate Degree with a Commendation or above</p>	

*** 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.	1
	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	1
	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		