



- Work collaboratively with other team members within the Admissions and Operations department, offering support and help when required
- Maintain a clear understanding of the roles of the other teams within the Admissions and Operations department, enabling the effective transfer of enquiries as appropriate
- Identify and support the implementation of improvements to services
- Share knowledge and good practice with other members of the Admissions and Operations department at all levels
- Undertake such other activities that may be reasonably requested
- Demonstrate flexibility towards working hours to meet customer needs.

**CONTACTS AND INFLUENCE EXERCISED**

The nature of this role has the potential to influence the reputation of this organisation as it is usually the first point of contact. This role has a range of contacts at many levels within the organisation and with existing, new and potential students and customers.

**DECISIONS**

Indicate the level which best describes the job holder’s involvement in the decision making process:

Follows written and verbal instructions and established guidelines	<b>X</b>
Interprets policies & procedures	<b>X</b>
Participates in the establishment of guidelines & procedures	
Acts as final authority to implement policy, guidelines and procedures that affect strategic goals	
Acts as final authority to approve policy, guidelines and procedures that affect strategic goals	

Indicate the statement which best describes the impact of the job holder’s decisions:

Restricted to employee’s own work	<b>X</b>
Has impact on department/directorate* objectives	
Has impact on The London Institute of Banking & Finance / ProShare objectives	

**PERSON SPECIFICATION**

<b>Qualifications, knowledge and professional memberships</b>	<b>Essential / Desirable?</b>	
English Language and Mathematics GCSE (grade C or above)	<b>Essential</b>	
Educated to degree level	<b>Desirable</b>	
Thorough knowledge of The London Institute of Banking & Finance strategy, qualifications and business activities	<b>Desirable</b>	
<b>Technical competencies (skills and experience)</b>	<b>Essential / Desirable?</b>	
Ability to react positively to changing priorities	<b>Essential</b>	
Ability to manage own time driven schedules	<b>Essential</b>	
Strong organisational and administrative skills	<b>Essential</b>	
Working knowledge of Microsoft Office	<b>Essential</b>	
Excellent communication skills appropriate to the audience and method of communication	<b>Essential</b>	
Keen eye for detail and level of accuracy	<b>Essential</b>	
Ability to asses the operational impact of regulations and policies	<b>Desirable</b>	
Interest in training and developing self	<b>Desirable</b>	
<b>Core Competencies</b> (this section should contain the level of competency required to carry out this role. Please refer to the competency framework for clarification where needed. Placing a N/A where the competency is not required as part of the job)	<b>Essential / desirable?</b>	<b>Step</b>
<b>Values</b>		
Collaboration	<b>E</b>	<b>C</b>
Adaptability	<b>E</b>	<b>C</b>
Innovation	<b>E</b>	<b>C</b>
Integrity	<b>E</b>	<b>C</b>
Support	<b>E</b>	<b>C</b>
<b>Skills and Experience</b>	<b>Essential / desirable?</b>	<b>Core or Enhanced</b>
Communicating effectively	<b>E</b>	<b>C</b>
Business thinking	<b>E</b>	<b>C</b>
Developing Yourself	<b>E</b>	<b>C</b>
Getting things done to achieve results	<b>E</b>	<b>C</b>
Digital Capability	<b>E</b>	<b>C</b>
The Customer Experience	<b>E</b>	<b>En</b>
Managing quality and standards	<b>E</b>	<b>C</b>
Applying judgement and taking decisions	<b>E</b>	<b>C</b>

Signed .....  
JOB HOLDER

Date .....

Signed .....  
LINE MANAGER

Date .....