

Skills List

Analysis and problem solving

- Able to identify the key components of problems and situations.
- Able to assess and interpret information from a range of sources and understand cause and effect.
- Can generate a range of solutions and choose the best.

Business awareness

- Knows 'what an organisation does and how they do it'.
- Is aware of who an organisations competitors are.
- Knows what is happening in the relevant market sector: news and current trends.

Communication

- Able to communicate information and ideas clearly and articulately both in oral and written form.
- Uses appropriate language, style and methods depending on audience.
- Able to convey complex information clearly.

Customer orientation

- Can identify customer needs and recognise customers' constraints.
- Seeks to find out more about customers and provide a better service.
- Adopts a professional approach to customers by being reliable and delivering on promises.

Flexibility and adaptability

- Has actively sought to learn new things on own initiative.
- Has responded positively to change and adapted to new situations quickly.
- Able to take on a diverse range of tasks equally effectively.

Gathering and checking information

- Has the ability to identify and use appropriate information sources.
- Obtains and verifies information about specific issues and evaluates effectively.

Initiative and independence

- Able to work things out without always having to be shown.
- Takes responsibility for own time and effectiveness.
- Alert to opportunities to contribute appropriately without being told.

Interpersonal effectiveness

- Able to influence the views and behaviour of others through persuasion.
- Manages conflict sensitively.
- Able to adapt behaviour to different types of people.

Judgement /decision-making

- Can take a balanced view of situations.
- Recognises priorities, weighs up different options, and evaluates risks.
- Reaches logical conclusions and decides on appropriate plans of action.

Personal motivation

- Sets personal goals which are challenging but achievable.
- Pursues goals with energy and determination.
- Enthusiastic and committed to improving personal performance levels.

Planning and organising

- Able to achieve results in a quality, timely, and cost-effective way.
- Anticipates crucial stages in projects.
- Sees priorities, plans the efficient use of resources, and monitors progress against objectives.

Quick thinking

- Able to pick up and assimilate relevant information quickly and easily.
- Responds swiftly and appropriately.

Results orientation

- Works in a purposeful way to achieve results.
- Uses own initiative to make things happen, overcoming obstacles and setbacks.
- Works to high standards to produce quality output.

Self-confidence / resilience

- Shows confidence to take on work and put forward views.
- Calm in crisis and overcomes setbacks.
- Handles competing demands.

Team work

- Can get things done through others & set realistic objectives.
- Seeks opportunities to develop others; supports teamwork as way of working.
- Participates in and co-operates with team.
- Shares information.

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