

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: Student Administration Assistant - Postgraduate Research and Non-standard Programmes

Department: Student Administration

	Essential	Desirable	Tested by (Application Form, Interview, Test)
Knowledge, Education, Qualifications and Training			
High standard of education to degree level or equivalent relevant experience		X	Application Form
Knowledge and understanding of the HE student life cycle	X		Application Form / Interview
Familiarity of Student Records Systems (Preferably Banner) and related systems		X	Application Form / Interview
Skills and/or Abilities			
Excellent oral and written communication skills	X		Application Form / Interview / Test
Excellent organisational skills and ability to prioritise conflicting deadlines	X		Application Form / Interview / Test
Ability to work as part of team	X		Application Form / Interview
Ability to work methodically with accuracy and speed	X		Test
Ability to work under pressure and meet deadlines	X		Test / Interview
Ability to identify and implement administrative improvements	X		Application Form / Interview
A professional approach and manner	X		Interview
Experience			
Experience of responding to complex enquiries and requests from a range of service users	X		Application Form / Interview
Excellent computing skills and the ability to learn new programmes	X		Test
Other requirements			
Committed to personal development and interested in building a career in academic administration	X		Application Form / Interview
Occasional weekend or late evening working and travel to events and other external activities as required	X		Application Form