

PERSON SPECIFICATION

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

Job Title: Placement and Year in Industry Administration Officer (School of Engineering, Physical and Mathematical Sciences)

Department: Careers & Employability, Academic Services

	Essential	Desirable	Tested by
Knowledge, Education, Qualifications and Training Good standard of education to degree level or equivalent administrative experience. Knowledge and understanding of the HE sector and student life cycle.	X	X	Application Form Interview
Skills and/or Abilities Ability to work as part of team and support colleagues. Excellent interpersonal skills including a professional approach and manner and ability to use tact and diplomacy. Ability and readiness to work on own initiative and act pro-actively. Good organisational skills and ability to work under pressure, prioritise conflicting demands and meet strict deadlines. Ability to use creative problem solving techniques and identify and implement administrative improvements. Ability to undertake tasks that require a high level of attention to detail and accuracy checking. Ability to negotiate both with businesses and students to achieve results. Good IT skills and proven ability to learn new systems and programmes. A good level of numeracy and literacy, and proven ability to write documents such as procedures, reports and papers.	X X X X X X X X	X	Interview Interview / Test Application Form / Interview Application Form / Interview Application Form / Interview Application Form / Interview / Test Interview / Test Test Interview / Test
Experience Excellent customer service skills and experience of responding to enquiries and requests from a range of service users. Experience of communicating with stakeholders at various levels within an organisation. Experience of creating and updating communication materials Experience of delivering placements-related activities to students	X X	X X	Application Form / Interview Interview Interview Interview / Test
Other requirements Committed to personal development and a proven interest in building a career in academic administration. Ability to work occasional weekends or late evenings and travel to events and other external activities as required.	X X		Interview Interview