

## PERSON SPECIFICATION

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

**Job Title: Administration Assistant**

**Department: Academic Services**

	Essential	Desirable	Tested by
<b>Knowledge, Education, Qualifications and Training</b> Minimum of 5 GCSE's or equivalent. Good standard of education to degree level or equivalent administrative experience. Knowledge and understanding of the HE sector and student life cycle. Knowledge of Record Systems (preferably Banner) and related software.	X	X X X	Application Form / Interview Interview
<b>Skills and/or Abilities</b> Ability to work as part of team and support colleagues. Good 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. 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 work methodically with accuracy and speed. Flexibility and the ability to respond effectively to changing requirements. IT skills and ability to learn new systems and programmes. A good level of numeracy and literacy, and ability to contribute to documents such as procedures, reports and papers.	X X X X X X X X	X	Application Form / Interview Interview Application Form / Interview Interview Interview Test/Application Form Application Form / Interview Application Form / Test Interview / Test
<b>Experience</b> Good 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 using and manipulating data.	X	X X	Interview Application Form / Interview Test
<b>Other requirements</b> Committed to personal development and an 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