



## PERSON SPECIFICATION

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

**Job Title:** Doctoral School Administration Assistant

**Department:** Doctoral School

|   | Essential | Desirable | Tested by<br>(Application form, Interview, Test) |
|---|-----------|-----------|--|
| <b>Knowledge, Education, Qualifications and Training</b>  |           |           |  |
| Minimum of 5 GCSE's or equivalent   | X         |           | Application Form                                 |
| High standard of education to degree level or equivalent relevant experience  |           | X         | Application Form                                 |
| Understanding of the HE student life cycle  |           | X         | Application Form / Interview                     |
| Knowledge of Record Systems (preferably Banner) and related software  |           | X         | Application Form / Interview                     |
| <b>Skills and/or Abilities</b>  |           |           |  |
| Excellent oral and written communication skills   | X         |           | Application Form / Interview / Test              |
| Excellent interpersonal skills including a professional approach and manner and an ability to talk to a wide range of people with tact and diplomacy. | X         |           | Application Form / Interview                     |
| Ability and readiness to work on own initiative and act pro-actively  | X         |           | Application Form / Interview / Test              |
| Excellent IT skills and the ability to learn new systems and programmes   | X         |           | Application Form / Test                          |
| Ability to work as part of a team and support colleagues  | X         |           | Application Form / Interview                     |
| Ability to work methodically with accuracy and speed  | X         |           | Test   |
| Organisational skills and ability to work under pressure, prioritise conflicting demands and meet strict deadlines                                    | X         |           | Application Form / Test                          |
| Ability to use creative problem solving techniques and identify and implement administrative improvements   |           | X         | Application Form / Test                          |
| Flexibility and the ability to respond effectively to changing requirements.  | X         |           | Application Form / Test                          |
| A high level of literacy and ability to write documents such as procedures, reports and papers  | X         |           | Application Form / Interview / Test              |
| Excellent customer service skills and experience of responding to enquiries and requests from a range of service users                                | X         |           | Application Form / Test                          |
| <b>Experience</b>   |           |           |  |
| Experience of communicating with students and stakeholders at various levels within an organisation   |           | X         | Application Form / Interview                     |
| Experience of responding to complex enquiries and requests from a range of service users  | X         |           | Application Form / Interview                     |
| Experience of using and manipulating data and analysing large data sets to identify trends  |           | X         | Test   |
| <b>Other requirements</b>   |           |           |  |
| Committed to personal development and interested in building a career in academic administration  | X         |           | Application Form / Interview                     |
| Readiness to work on an occasional weekend as required  | X         |           | Application Form                                 |