



## PERSON SPECIFICATION

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

**Job Title: Admissions and Applicant Services**

**Department: Marketing and Communications**

**Advisor**

	Essential	Desirable	Tested by (Application form, Interview, Test)
<b>Knowledge, Education, Qualifications and Training</b>			
Educated to degree level or equivalent relevant experience	x		Application form
Knowledge of UCAS admissions procedures		x	Application form
Proven administrative experience in a customer focused role	x		Application form / Interview
Experience of working effectively in a team	x		Application form / Interview
Experience of dealing with a wide range of complex queries	x		Application form / Interview
Good understanding of common UK and international qualifications		x	Interview
Good understanding of rules applied to fee status		x	Application form
Experience of working in higher education admissions or student recruitment		x	Application form
Experience of using a large and complex database	x		Application form / Interview
<b>Skills and/or Abilities</b>			
Ability to work to tight deadlines and manage competing demands	x		Application form / Interview
Excellent written and verbal communication skills	x		Application form / Interview Test
Ability to work under pressure and manage own workload to meet agreed targets and service levels	x		Interview
Ability to work on own initiative as well as part of a team	x		Interview
Strong customer service focus and ownership of requests	x		Application form / Interview
Ability to use Microsoft Word and Excel to intermediate or advanced level.	x		Application form
Good interpersonal skills with the ability to relate to staff, students and colleagues at all levels in a professional and confident manner	x		Interview
Ability to deal professionally with complex queries from a very wide range of enquirers	x		Interview
High level of attention to detail and accuracy	x		Application form / Interview Test
Ability to assimilate information quickly and effectively	x		Interview / Test
Ability to maintain a professional approach to confidential and sensitive information	x		Application form / Interview
<b>Other requirements</b>			
Weekend or late evening work as required during the peak Admissions period (August)	x		