



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 Manager (Exams & Graduation)

Department: Student Administration

	Essential	Desirable	Tested by (Application form, Interview, Test)
Knowledge, Education, Qualifications and Training			
Good Standard of education to degree level or equivalent administrative experience	X		Application Form
Skills, Abilities & Experience			
Knowledge and understanding of the HE sector and student life cycle	X		Application Form/Interview
Experience of event planning and management	X		Application Form/Interview
Excellent IT skills and the ability to learn new systems and programmes	X		Application Form/Interview
Knowledge of Student Record Systems (preferably Banner) and related software	X		Application Form/Interview/Test
Experience of manipulating data and analysing large data sets to identify trends	X		Application Form/Interview/Test
Experience of using reporting tools		X	Application Form/Interview
A high level of literacy and experience of writing documents such as procedures, reports and papers	X		Application Form/Interview
Experience of attending/servicing committees		X	Application Form/Interview
Experience of reviewing and developing processes to improve efficiency and customer satisfaction	X		Application Form/Interview
Experience of training staff	X		Application Form/Interview
Experience of managing or leading a team		X	Application Form/Interview
Customer Service / Experience of responding to enquiries and requests from a range of service users		X	Application Form/Interview
Ability to identify and implement administrative improvements	X		Application Form/Interview
Other requirements			
Occasional weekend or late evening working and travel to events and other external activities as required	X		Application Form/Interview