

## 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 and Programme Administration Assistant**

**Department: Student and Academic Services (School of Life Sciences and the Environment)**

	Essential	Desirable	Tested by (Application form, Interview, Test)
<b>Knowledge, Education, Qualifications and Training</b>			
Minimum of 5 GCSE's or equivalent.	X		Application form
Good standard of education to degree level or equivalent administrative experience		X	Application form
Knowledge and understanding of the HE sector and 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>			
Ability to work as part of team and support colleagues.	X		Application form, Interview
Good interpersonal skills including a professional approach and manner and ability to use tact and diplomacy.	X		Interview
Ability and readiness to work on own initiative and act pro-actively.	X		Application form, Interview
Organisational skills and ability to work under pressure, prioritise conflicting demands and meet strict deadlines.	X		Application form, Interview
Ability to use creative problem solving techniques and identify and implement administrative improvements.		X	Application form, Interview
Ability to work methodically with accuracy and speed.	X		Application form, Test
Flexibility and the ability to respond effectively to changing requirements.	X		Application form, Interview
IT skills and ability to learn new systems and programmes.	X		Application form, Test
A good level of numeracy and literacy, and ability to contribute to documents such as procedures, reports and papers.	X		Application form, Interview, Test
<b>Experience</b>			
Good customer service skills and experience of responding to enquiries and requests from a range of service users.	X		Application form, Interview
Experience of communicating with stakeholders at various levels within an organisation.		X	Application form, Interview
Experience of using and manipulating data.		X	Application form, Test
<b>Other requirements</b>			
Committed to personal development and an interest in building a career in academic administration.	X		Application form, Interview
Ability to work occasional weekends or late evenings and travel to events and other external activities as required.		X	Application form