

# 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 Officer – Timetabling

**Department:** Student Administration

	Essential	Desirable	Tested by (Application Form, Interview, Test)
<b>Knowledge, Education, Qualifications and Training</b>			
High standard of education to degree level or equivalent relevant experience	X		Application Form
Knowledge and understanding of the HE sector, student life cycle, timetabling processes of a university and associate academic processes	X		Application Form / Interview
<b>Skills and/or Abilities</b>			
Excellent IT skills and the ability to learn new systems	X		Application Form/Test
Ability to work as part of a team and support colleagues	X		Interview
Ability to identify and implement administrative improvements	X		Application Form / Interview
Excellent organisational skills and ability to work on own initiative	X		Interview
A professional approach and excellent interpersonal skills	X		Interview
Ability to work with a high-level of accuracy and speed	X		Test
<b>Experience</b>			
Customer Service / Experience of responding to enquiries and requests from a range of service users	X		Interview
Experience of reviewing and developing processes to improve efficiency and customer satisfaction	X		Interview
Experience of using a timetabling system (preferably Scientia) and related software	X		Application
Experience of manipulating data and analysing large data sets		X	Application Form / Interview / Test
Experience of training staff		X	Interview
Experience of using reporting tools		X	Application Form
<b>Other requirements</b>			
Committed to personal development and interested in building a career in academic administration	X		Application Form / Interview

Occasional weekend or late evening working and travel to events and other external activities as required	X		Application Form
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