



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 Records Assistant

Department: Student Administration

	Essential	Desirable	Tested by (Application Form, Interview, Test)
Knowledge, Education, Qualifications and Training			
Minimum of 5 GCSE's or equivalent	X		Application Form
High standard of education to degree level or equivalent relevant experience		X	
Knowledge and understanding of the HE student life cycle	X		
Skills and/or Abilities			
Excellent oral and written communication skills	X		Application Form / Interview / Test
Excellent organisational skills and ability to prioritise conflicting deadlines	X		Application Form / Interview
Ability to work as part of team and support colleagues	X		Application Form / Interview
Ability to work methodically with accuracy and speed	X		Test
Ability to work under pressure and meet deadlines	X		Application Form / Interview
Ability to work on own initiative with a professional approach and manner	X		Interview
Experience			
Experience of working in a customer focused environment responding to enquiries and requests from a range of service users	X		Application Form / Interview
Excellent IT skills and proven ability to learn new programmes	X		Test
Familiarity of Student Records Systems (Preferably Banner) and related systems		X	Application Form / Interview
Experience of writing documents and reports	X		Application Form / Interview
Other requirements			
Committed to personal development and interested in building a career in academic administration	X		Application Form / Interview
Readiness to work on an occasional weekend or late evening as required and travel to events and other external activities as required	X		Application Form