

**Team Leader, Applicant Services**  
**Admissions and Applicant Services Office**

**Person Specification**

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

<b>Job Title:</b> Team Leader, Applicant Services	<b>Department:</b> Student Recruitment, Marketing and Communications Directorate		
	<b>Essential</b>	<b>Desirable</b>	<b>Tested by</b> Application Form/Interview/Test
<b>Knowledge, Education, Qualifications and Training</b>			
Educated to degree level or equivalent relevant experience	x		Application form
Good knowledge and understanding of complex procedures, regulations and guidance and the ability to apply this to making decisions accurately and consistently	x		interview
<b>Skills and Abilities</b>			
Excellent organisational skills, including the ability to manage multiple tasks, work to tight deadlines and to prioritise workloads effectively, to ensure targets and agreed service levels are met	x		Application form/interview
Excellent communication skills (verbal and written)	x		Application form/interview
Anticipates potential problems, assesses their wider impact and identifies effective solutions	x		interview
Excellent interpersonal skills, with the ability to build good internal and external relationships	x		interview
Experience of motivating and supporting a team when dealing with potentially difficult customers		x	interview
Passionate about delivering and cultivating excellent customer service within the Admissions team	x		interview
<b>Experience</b>			
Experience of working in a customer-facing role	x		Application form
Experience of working in Higher Education admissions		x	interview
Experience of mediating situations and resolving customer issues with tact and diplomacy, ensuring confidentiality	x		interview
Experience of supervising staff		x	Application form/interview
Experience of providing on-the-job training	x		interview
Experience of using databases to store, manipulate and retrieve information. Excellent IT literacy	x		Application form
Experience of changing and developing effective administrative systems in order to respond to changes in working practices		x	interview

<b>Other requirements</b>			
Must be able to work during the last 3 weeks in August, following A Level results publication	x		Interview