



PERSON SPECIFICATION

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

Job Title: Admissions and Applicant Services Advisor

Department: Marketing and Communications

	Essential	Desirable	Tested by (Application form, Interview, Test)
Knowledge, Education, Qualifications and Training			
Educated to degree or equivalent relevant experience		x	Application form
Knowledge of UCAS admissions procedures		x	Application form
Proven administrative experience in a customer focused role	x		Application form / Interview
Experience of dealing with a wide range of complex queries	x		Application form / Interview
Good understanding of common UK and international qualifications		x	Interview
Good understanding of rules applied to fee status		x	Application form
Experience of working in higher education admissions or student recruitment		x	Application form
Experience of using a large and complex database	x		Application form / Interview
Skills and/or Abilities			
Ability to work to tight deadlines and manage competing demands	x		Application form / Interview
Excellent written and verbal communication skills	x		Application form / Interview Test
Ability to work under pressure and manage own workload to meet agreed targets and service levels	x		Interview
Strong customer service focus and ownership of requests	x		Application form / Interview
Ability to use Microsoft Word and Excel to intermediate or advanced level.	x		Application form
Good interpersonal skills with the ability to relate to staff, students and colleagues at all levels in a professional and confident manner	x		Interview
Ability to deal professionally with complex queries from a very wide range of enquirers	x		Interview
High level of attention to detail and accuracy	x		Application form / Interview Test
Ability to assimilate information quickly and effectively	x		Interview / Test
Ability to maintain a professional approach to confidential and sensitive information	x		Application form / Interview
Other requirements			
Weekend or late evening work as required during the peak Admissions period (August)	x		