PERSON SPECIFICATION

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

Job Title: Senior Student and Programme Admin Officer   Department: Academic Services

	Essential	Desirable	Tested by
Knowledge, Education, Qualifications and Training			
Excellent standard of education to degree level or equivalent administrative experience.	X		Application Form
In depth knowledge and understanding of the HE and/ or FE sector and student life cycle	X		Interview
Previous experience in administrating apprenticeships or compliance with and reporting to external funders		X	Application Form / Interview
Skills and/ or Abilities			Application Form / Interview
Proven ability to use initiative, be solutions driven, and work well in a team and on their own	X		
Taking full ownership of tasks	X		Application Form / Interview
Excellent organisational skills and proven ability to work under pressure, prioritise conflicting demands and meet strict deadlines, whilst maintaining a high level of attention to detail and accuracy.	X		Application Form/ Interview
Flexibility and proven ability to respond effectively to changing requirements.	X		Interview
Ability to learn new IT systems for purpose of filing data returns	X		Application Form / Test
A high level of numeracy and literacy, and significant experience writing documents such as procedures, reports and papers.		X	Test
Experience			
Excellent customer service skills and experience of managing enquiries and requests from a range of service users.		X	Interview
Experience of communicating with stakeholders at various levels within an organisation.		X	Interview
Experience of using reporting tools, manipulating data and analysing large data sets to identify trends.	X		Application Form
Other requirements			
Ability to work occasional weekends or late evenings and travel to events and other external activities as required.	X		Application Form