

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 Administration Officer

Department: Academic Services

	Essential	Desirable	Tested by
<p>Knowledge, Education, Qualifications and Training</p> <p>High standard of education to degree level or equivalent administrative experience.</p> <p>Knowledge and understanding of the HE sector and student life cycle.</p> <p>Knowledge and experience of Record Systems (preferably Banner) and related software.</p>	X X	 X	Application Form Application Form / Interview Application Form / Interview
<p>Skills and/or Abilities</p> <p>Proven ability to work as part of team and support colleagues, as well as a readiness to work on own initiative and act pro-actively.</p> <p>Excellent interpersonal skills including a professional approach and manner and ability to use tact and diplomacy.</p> <p>Excellent organisational skills and ability to work under pressure, prioritise conflicting demands and meet strict deadlines, whilst maintaining a high level of attention to detail and accuracy.</p> <p>Proven ability to use creative problem solving techniques, identify and implement administrative improvements, and innovate and develop processes and policies to improve efficiency and customer satisfaction.</p> <p>Flexibility and proven ability to respond effectively to changing requirements.</p> <p>Excellent IT skills and proven ability to learn new systems and programmes.</p> <p>A high level of numeracy and literacy, and proven ability to write documents such as procedures, reports and papers.</p>	X X X X X	 X	Application Form / Interview Interview Application Form / Interview Application Form / Interview Application Form / Interview Application Form / Test Application Form / Interview / Test
<p>Experience</p> <p>Excellent customer service skills and experience of responding to enquiries and requests from a range of service users.</p> <p>Experience of communicating with stakeholders at various levels within an organisation.</p> <p>Experience of creating and updating communication materials, including webpages.</p> <p>Experience of attending/servicing committees and event planning and management.</p> <p>Experience of using reporting tools, manipulating data and analysing large data sets to identify trends.</p> <p>Experience of training staff.</p> <p>Experience of line management or supervision.</p>	X X X	 X X X X	Application Form / Interview Application Form / Interview Application Form / Interview Application Form / Interview Application Form / Test Application Form / Interview Application Form / Interview
<p>Other requirements</p> <p>Committed to personal development and a proven interest in building a career in academic administration.</p> <p>Ability to work occasional weekends or late evenings and travel to events and other external activities as required.</p>	X X		Application Form / Interview Application Form