

## 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 & Programme Administration Officer**      **Department: Student & Academic Services**

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

