



Person Specification

This form lists the essential and desirable requirements needed in order to do the job. Applicants will be short-listed solely on the extent to which they meet these requirements.

Job Titles: Study Abroad Coordinator (Admissions)

Department/Division: Student Recruitment and Study Abroad, Recruitment and Admissions / Academic Registrar's Division

Accountable to: Study Abroad Officer (Inbound)

Competency	Evidence	E/D	A/I/S
Knowledge and experience	1. Demonstrable experience of successfully managing a complex and demanding professional workload whilst maintaining impeccable attention to detail.	E	A/I/S
	2. IT literate – accomplished user of MS Word, email, databases and spreadsheets.	E	A/S
	3. Graduate or holding alternative recognised qualification.	E	A
	4. Experience of using the SITS student records management system.	E	A
	5. Good knowledge of the study abroad field and issues impacting UK and international higher education.	D	A/I
	6. Knowledge of Salesforce, or other CRM systems.	D	A
Capabilities and skills	1. Confidence in making reasoned independent decisions that comply with agreed criteria.	E	A/I
	2. Proven ability to provide a high level of service to customers/clients.	E	I
	3. Ability to handle sensitive data and information appropriately.	E	A
	4. Demonstrable use of reasoned judgement and initiative in effectively completing tasks.	E	A/S
	5. Ability to bring fresh approaches to established ways of working.	E	I
	6. Ability to self-reflect on personal and team performance and to learn from mistakes.	E	I
	7. Demonstrable evidence of excellent oral and written communication skills, tact, diplomacy and discretion.	E	A/I/S
	8. Proven and demonstrable ability to understand and convey information in a clear and accurate manner with exemplary attention to detail.	E	A/I/S



	9. Ability to work with, and relate effectively to, a variety of people.	E	I
	10. Demonstrable ability to plan, organise and prioritise a demanding workload to meet explicit deadlines and service standards.	E	A/I
	11. Proven ability to work on a number of different projects simultaneously.	E	I
	12. Ability to work proactively and with limited supervision.	E	I
	13. Willingness to learn from external good practice.	E	I
	14. Demonstrable ability to contribute proactively, collegially and positively to the success of a team	E	I
Other	1. Willingness to work flexibly, including occasional evening and weekend work and travel within the UK when required.	E	A/I

E – Essential: Requirements without which the job could not be done.

D – Desirable: Requirements that would enable the candidate to perform the job well.

A – Assessed at application stage

I – Assessed at interview

S – Assessed through skills test