



Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: Executive MSc Programme Administrator

Department: Department of Psychological and Behavioural Science (PBS)

Accountable to: Executive MSc Programme Manager

Criteria	Evidence	E/D
Knowledge and experience	Experience of working in a busy administrative environment.	E
	Experience of providing excellent service to a varied range of service users.	E
	An advanced working knowledge of Microsoft Office (particularly Outlook, Word and Excel); and the ability to effectively use specialist IT systems.	E
	Knowledge of the SITS student record system and Moodle VLE.	D
	Proven willingness and ability to develop specialist knowledge and skills.	E
	Experience of providing student facing services within a Higher Education setting.	E
	Experience of providing secretarial support to committees.	D
	Educated to degree level or equivalent.	D
	Experience of planning and organising events.	E
Communication	Excellent standard of written and oral communication.	E
	Excellent attention to detail.	E
	Ability to quickly understand complex information; and to convey it effectively and appropriately to a wide range of audiences.	E
	Effective listening skills and the ability to demonstrate empathy.	E
Planning and Organising Resources	Experience of planning a varied workload to ensure that team and individual deadlines/objectives are met.	E
	A proven track record of consistently delivering key tasks to a high and accurate standard.	E

	<p>Experience of effective prioritisation during busy periods.</p> <p>Experience of effectively implementing and maintaining records electronically and on paper.</p> <p>Willingness to work outside of normal office hours during peak periods.</p>	<p>E</p> <p>E</p> <p>E</p>
Teamwork and motivation	<p>Excellent interpersonal skills and the ability to get on well with people from a wide range of backgrounds.</p> <p>Ability to build co-operation and team-spirit and to demonstrate a proactive approach to assisting colleagues.</p> <p>A proven track record of maintaining a positive, enthusiastic, 'can do' attitude at all times.</p> <p>Ability to constructively participate in team meetings, one-to-one meetings and wider departmental meetings.</p> <p>Experience of working in a team comprising professional services staff and faculty.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>
Liaison and Networking	<p>Experience of building, maintaining and developing networks within a large organisation.</p> <p>Ability to quickly develop an understanding of the services provided by other areas of a large organisation.</p>	<p>E</p> <p>E</p>
Initiative and problem solving	<p>Experience of using initiative to solve problems with flexibility, timeliness, and sensitivity.</p> <p>Experience of recognising when a problem should be shared or referred to expert of senior colleagues.</p> <p>Ability and confidence to make constructive recommendations to more senior colleagues.</p> <p>Ability to proactively assess, develop and improve existing processes.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>

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

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