



## 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: Graduate Programmes Coordinator**

**Department/Division: Media and Communications**     **Accountable to: Deputy Department Manager**

Competency	Criteria	E/D
<b>Knowledge and Experience</b>	• Demonstrable administrative experience	E
	• Experience of working in a Higher Education environment	E
	• Excellent IT skills, including Microsoft applications, and the ability to learn specialist or bespoke IT systems	E
	• Experience of providing administrative support, advice and guidance to staff and students in an academic department	D
	• Experience of taking minutes and servicing committees	E
	• Experience of data processing, including use of student databases	E
	• Experience of carrying out administrative work relating to admissions, teaching and student experience	E
	• Experience of student-focused communications, including the use of social media platforms	E
<b>Communication</b>	• Experience of e-learning software platforms	E
	• Excellent verbal and written skills and the ability to communicate effectively and confidently to a variety of audiences	E
	• Ability to understand and convey complex information in a clear and accurate manner, in writing, in person and by telephone	E
	• Ability to convey regulations and guidelines to staff and students in a clear and concise manner.	E
	• Ability to write reports and summarise appropriate	E



	<p>information for consideration by senior colleagues</p> <ul style="list-style-type: none"> <li>• Ability to liaise with and support students facing difficulties in a calm and sensitive manner</li> </ul>	<p>E</p> <p>E</p>
<b>Planning and Organising Resources</b>	<ul style="list-style-type: none"> <li>• Ability to plan, organise and run internal and external-facing events</li> <li>• Ability to prioritise workloads to meet deadlines, including coping with peak workloads at certain times of the academic year</li> <li>• Ability to maintain electronic systems for managing and recording the collection and distribution of student work and feedback</li> <li>• Flexibility and willingness to undertake a varied range of administrative tasks for the Department</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
<b>Teamwork and Motivation</b>	<ul style="list-style-type: none"> <li>• Ability to work as part of a team and contribute ideas to development of administrative systems</li> <li>• Ability to provide cover and/or assistance to other team members and work collaboratively in instances of high workload</li> <li>• Ability to provide direction to members of staff who offer support during busy periods</li> <li>• Ability to work autonomously and manage own workload</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
<b>Initiative and Problem Solving</b>	<ul style="list-style-type: none"> <li>• Ability to work with limited supervision and to use own initiative especially when organising the collection of information from various sources to meet deadlines</li> <li>• Attention to detail and careful proofing, to maintain accuracy of all work, especially during the examination process</li> <li>• Ability to recognise when a problem should be referred</li> </ul>	<p>E</p> <p>E</p> <p>E</p>
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Commitment to providing high-quality service and delivering that service to Departmental stakeholders</li> <li>• Proven experience of providing services and information accurately and promptly to internal and external stakeholders</li> <li>• A high level of numeracy, accuracy and attention to detail</li> </ul>	<p>E</p> <p>E</p> <p>E</p>



	<ul style="list-style-type: none"><li>• The proven ability to use initiative to make suggestions about improvements to service delivery</li></ul>	D
<b>Liaison and Networking</b>	<ul style="list-style-type: none"><li>• Ability to develop and maintain good working relationships with Departmental and School colleagues</li></ul>	E
	<ul style="list-style-type: none"><li>• Ability to maintain knowledge of procedures and regulations through establishing effective channels of communication with colleagues</li></ul>	E

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

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