



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: Senior Admissions Assessor and Administrator

Department/Division: Undergraduate Admissions/ARD
Accountable to: Undergraduate Admissions Officer

| Competency | Criteria | E/D |
|---------------------------------|---|-----|
| Knowledge and experience | Educated to A level or equivalent | E |
| | Experience in a customer care environment | E |
| | Excellent IT skills, including data entry and analysis, and experience of working with Microsoft Word, Excel and Outlook Experience of working in a Higher Education institution | E |
| | Experience of working with databases and/or management information systems | E |
| | Experience of small project work within a team | D |
| Communication | Excellent oral and written communication skills | E |
| | Pleasant telephone manner | E |
| | Excellent customer service skills | E |
| | Ability to communicate in a diplomatic and tactful manner with a wide variety of people clearly and accurately | E |
| | Ability to convey information in the most appropriate format | E |



| | | |
|---|---|---|
| | Ability to absorb information quickly | E |
| Teamwork and motivation | Ability to work as part of a team | E |
| | Ability to provide leadership | E |
| | A flexible, helpful and positive attitude | E |
| | Ability to manage your own workload and support others as required | E |
| Liaison and networking | Ability to develop good working relationships with internal and external contacts | E |
| Planning and organisation | Excellent attention to detail | E |
| | Ability to work efficiently and accurately | E |
| | Ability to prioritise and manage time effectively and work to tight deadlines | E |
| | Ability to work on own initiative following training | E |
| Investigation, analysis and research | Ability to carry out basic assessment of information and present accurate results | D |

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

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