



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: Admissions Assistant - Executive Education

Department/Division: Extended Education

Accountable to: Senior Client Relations Manager – Executive Education

Competency	Criteria	E/D
Knowledge and Experience	<ul style="list-style-type: none"> Ability to communicate clearly orally and in writing, and to deliver a high standard of customer service; 	E
	<ul style="list-style-type: none"> Excellent telephone manner, able to provide guidance and advice on programmes to potential participants via telephone calls and email 	E
	<ul style="list-style-type: none"> Working knowledge of Microsoft Office, i.e. Outlook, Word, PowerPoint and Excel. 	E
	<ul style="list-style-type: none"> Experience of working in an administrative role. 	E
	<ul style="list-style-type: none"> Experience of working with people from different nationalities and cultures. 	D
	<ul style="list-style-type: none"> Experience of using a CRM system or similar (salesforce) 	D
	<ul style="list-style-type: none"> A good standard of numeracy and literacy, and the ability to assess data and information 	E
	<ul style="list-style-type: none"> Ability to identify and resolve straightforward problems 	E
	<ul style="list-style-type: none"> Experience of applying relevant organisational policies and procedures, as they affect the role. 	E
	Planning and organising resources	<ul style="list-style-type: none"> Ability to plan and organise own workload and consistently meet deadlines.
<ul style="list-style-type: none"> Ability to pick up knowledge quickly in order to provide essential support and increase sales whenever possible. 		E
<ul style="list-style-type: none"> Ability to prioritise multiple inquiries both internal and external, knowing when to escalate 		E
Communication	<ul style="list-style-type: none"> Ability to communicate clearly and effectively, especially over the phone. 	E



	<ul style="list-style-type: none"> Ability to communicate with a wide range of people, at all levels. 	E
Service Delivery	<ul style="list-style-type: none"> Ability to gain new knowledge quickly and utilise this when making sales 	E
	<ul style="list-style-type: none"> Ability to deal with day to day office/business and/or programme/project administration. 	E
	<ul style="list-style-type: none"> Experience of dealing appropriately with requests for information and advice. 	E
	<ul style="list-style-type: none"> Ability to work under pressure to perform duties to the required standard and on times 	E
Teamwork and Motivation	<ul style="list-style-type: none"> Ability to provide proactive support for colleagues and participants 	E
	<ul style="list-style-type: none"> Ability to work independently or as part of a team, with a high degree of self-motivation. 	E
	<ul style="list-style-type: none"> Ability to use own initiative to complete routine and non-routine tasks effectively and within deadlines, whilst maintaining attention to detail. 	E
Investigation, Analysis and Research	<ul style="list-style-type: none"> Familiarity with data collection, collation and interpretation. 	D
	<ul style="list-style-type: none"> Ability to learn new systems and databases quickly, using own initiative to ask questions and find solutions 	E
Initiative and Problem Solving	<ul style="list-style-type: none"> Ability to independently find answers through searching the web or internal documentation. 	E
	<ul style="list-style-type: none"> Experience of exercising initiative to resolve problems as they arise, suggesting new processes or ways of working. 	E
	<ul style="list-style-type: none"> Ability to evaluate options and select the optimal solution. 	D
	<ul style="list-style-type: none"> Ability to demonstrate self-confidence and adaptability to cope effectively with changing and evolving priorities. 	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.