



## 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.

<b>Job title:</b> Programme Administrator (Student Experience)	
<b>Department:</b> Finance	<b>Accountable to:</b> Programme Manager

Competency	Criteria	E/D
<b>Knowledge and Experience</b>	Experience of working in a student-facing Higher Education environment.	E
	Experience of working with academic faculty.	E
	Educated to Bachelor's degree level or equivalent	E
	Previous experience of using Moodle and SITS for managing student records and courses.	E
	Willingness to learn new software packages.	E
<b>Communication</b>	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, professional and accurate manner, in writing, in person and by telephone.	E
	Experience of taking minutes effectively at meetings.	E
<b>Teamwork and Motivation</b>	Ability to work with limited supervision and use own initiative.	E
	Ability to maintain a positive, enthusiastic, 'can do' attitude at all times.	E
	Ability to build cooperation and team spirit, and to demonstrate a proactive approach to assisting colleagues.	E



<b>Service Delivery</b>	Proven commitment and ability to provide a consistently high standard of service to internal and external customers.	E
	Previous experience of delivering student experience to premium fee and executive students.	E
	Previous experience of working in a student facing environment and supporting student events.	E
	Previous experience of working in managing course assessment, including preparing and collating mark sheets, managing exam scripts and dissemination of marks to students.	E
	Experience of implementing and delivering Department procedures and provision on continuous assessment effectively, managing complex assessment structures and administering in-class assessments, across multiple courses simultaneously.	E
	Previous experience of delivering support for large scale course provision, ensuring effective and consistent service for students.	E
<b>Liaison and Networking</b>	Experience of building and developing networks with internal and external contacts.	E
<b>Planning and Organising</b>	Ability to prioritise tasks effectively to meet deadlines.	E
	Ability to manage a varied workload and coordinate a range of tasks and activities.	E
	Experience in maintaining effective records and databases.	E
<b>Initiative and Problem Solving</b>	Ability to use initiative to solve problems with flexibility, timeliness and sensitivity.	E
	Ability to evaluate, from a number of options, the most appropriate course of action.	E
	Ability to recognise when a problem should be referred.	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.**