THE LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

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 Administrator (Student Records)

Department/Division: Academic Registrar's Division: Student Services Centre
Accountable to: Head or Deputy Head of Student Records Management

Competency	Criteria	E/D
Knowledge and experience	A good knowledge of Microsoft Office (particularly Excel); and the ability to effectively use specialist IT systems, particularly bespoke and/or complex databases	E
	Proven willingness and ability to develop specialist knowledge and skills	E
	Experience of having worked successfully in Higher Education administration, or another busy administrative environment	E
	High standard of numeracy and literacy, with attention to detail and accuracy	E
	Good working knowledge of the SITS (or a similar) student record system	D
Communication skills	Excellent interpersonal skills, with the ability to tailor approach for different stakeholders	E
	Excellent standard of written and oral communication	E
	Ability to quickly understand complex information, and to convey it effectively and appropriately to a wide variety of audiences	E
Planning and organising resources	Excellent time management and ability to organise own workload and prioritise tasks effectively when facing multiple, sometimes conflicting, deadlines	E
Teamwork and motivation	Ability to demonstrate a proactive approach to assisting colleagues with a positive, enthusiastic, 'can do' attitude	E

Initiative and problem solving	Ability to use initiative to solve problems with flexibility, timeliness, and sensitivity, including making constructive recommendations to managers	E
Service delivery	Ability to consistently deliver key tasks to a high and accurate standard, with a commitment to excellent customer service	E
	Willingness to work outside of normal office hours during peak periods	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.