



## 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> Course Administrator
<b>Department/Division:</b> Language Centre <b>Accountable to:</b> Centre Manager

Competency	Criteria	E/D
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>Educated to GCSE standard or equivalent including Maths and English</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience in Microsoft Word and MS Office packages including Excel, Outlook &amp; general office equipment</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience of working in a customer orientated environment</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience of minute taking and/or servicing committee meetings</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience of working in Higher Education and a University Environment</li> </ul>	E
	<ul style="list-style-type: none"> <li>To be fluent in an additional language</li> </ul>	D
<b>Communication</b>	<ul style="list-style-type: none"> <li>Ability to communicate clearly both orally and in writing</li> </ul>	E
	<ul style="list-style-type: none"> <li>Ability to handle email and telephone enquiries in a clear and effective manner</li> </ul>	E
	<ul style="list-style-type: none"> <li>Ability to handle 'walk-in' enquiries in a calm, courteous and effective manner</li> </ul>	E
	<ul style="list-style-type: none"> <li>Ability to deal with students and clients for whom English might not be a first language</li> </ul>	E
<b>Teamwork and Motivation</b>	<ul style="list-style-type: none"> <li>To be a team player and assist other members of the team when required</li> </ul>	E
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>Eye for detail and high standards of accuracy</li> </ul>	E
	<ul style="list-style-type: none"> <li>Ability to work under pressure</li> </ul>	E



	<ul style="list-style-type: none"><li>• Ability to maintain simple student records</li></ul>	E
	<ul style="list-style-type: none"><li>• Ability to handle routine administrative tasks such as course set up and registration</li></ul>	E
<b>Planning and Organising</b>	<ul style="list-style-type: none"><li>• Ability to manage own workload and to prioritise tasks effectively to meet objectives and deliver to agreed deadlines</li></ul>	E
<b>Initiative and Problem-solving</b>	<ul style="list-style-type: none"><li>• Ability in identifying errors and resolving mistakes</li><li>• Ability to organise your own workload</li></ul>	E 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.**