



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: Programme Administrator
Department/Division: Marshall Institute Accountable to: Programme Manager

Competency	Evidence	E/D
Knowledge and experience	Previous relevant experience of working in an administration environment	E
	Excellent IT skills – Microsoft Office, PowerPoint, Word, Excel, Outlook	E
	Experience of event organisation	E
	Educated to degree level or equivalent	E
	Experience of working in a higher education setting	D
	Experience of servicing committees and meetings	D
	Experience of maintaining websites or Virtual Learning Environments	D
	Experience of report writing	D
	Experience of using large databases and online learning resources	D
Communication	Excellent verbal and written skills and the ability to communicate effectively and confidently at all levels	E
	Ability to understand and convey information in a clear and accurate manner both in person and by telephone	E



Planning and organising resources	Evidence of planning and organising own workload, considering all relevant factors	E
	Ability to work to deadlines and to prioritise multiple tasks whilst maintaining utmost attention to detail	E
	Ability to effectively maintain records electronically and on paper	E
	Ability to effectively determine when it is appropriate to change workload priorities	E
	Evidence of preparing material for publication	D
Teamwork and motivation	Experience of participating in, and actively contributing to a team	E
	Ability to work with limited supervision and use own initiative	E
Service Delivery	Experience of day to day office administration, including email, databases, filing and photocopying	E
	Ability to provide a high standard of service and to provide information accurately and promptly to internal and external customers	E
Liaising and Networking	Experience of building and developing networks with internal and external contacts	E
	Experience of using internal or external contacts to further an aim or goal or promote the organisation	D
Initiative and problem solving	Ability to recognise when a problem should be referred	E
	Ability to evaluate, from a number of options, the most appropriate course of action	E
	Ability to solve day to day problems as they arise	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.