



## 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: Undergraduate Administrator**

**Department/Division: Geography & Environment**

**Accountable to: Departmental Manager**

Criteria	Evidence	E/D
<b>Knowledge and Experience</b>	Proven strong administrative experience	E
	Excellent working knowledge of Microsoft Office including Word (creating tables, formatting documents and mail merge), Outlook and Excel (using formulae and generating statistics)	E
	Familiarity with UK university procedures	E
	Numerate and literate (GCSE Maths, grade B or above (or equivalent) is desirable.)	E
	Experience of servicing and taking minutes at meetings	E
	Experience of arranging events	D
	Ability to maintain/develop website	D
	Knowledge of e-learning software platforms	D
	Experience of the UK Higher Education environment	D
<b>Communications</b>	High level of verbal and written communication skills	E
	The ability to deal with a diverse range of people with firmness, tact, diplomacy and in a confidential manner	E
	Ability to proof read and check one's own texts and calculations	E



	Ability to identify potential student satisfaction/wellbeing concerns and liaise with relevant bodies to address	D
<b>Liaison and Networking</b>	Ability to develop and maintain good working relationships with School departments and divisions, to maintain a productive two way flow of information	E
	Ability to liaise with other administrators and Departments around the School	E
<b>Teamwork</b>	The ability to work as part of a team and contribute ideas to development of administrative systems	E
<b>Planning &amp; Organisation</b>	Ability to prioritise workloads to meet deadlines, including coping with peak workloads at certain times of the academic year	E
	Ability to maintain electronic systems for managing and recording the collection of student work	E
	Flexibility and willingness to undertake a varied range of administrative tasks for the Department	E
<b>Service Delivery</b>	Ability to provide a high standard of service accurately and promptly to internal and external customers	E
	Ability to produce and analyse/interpret statistical reports	D
<b>Initiative and Problem Solving</b>	Ability to work with limited supervision and to use own initiative especially when organising the collection of information from a variety of sources to meet deadlines	E
	Via attention to detail and careful proofing, to maintain accuracy of all documents, especially during the examination process.	E
	Ability to manage financial budgets	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.**