



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: MSc Programme Administrator (post-registration)

Department/Division: Government

Accountable to: MSc Programmes Manager

Competency	Criteria	E/D
Knowledge and Experience	<ul style="list-style-type: none"> Educated to degree standard or higher, or equivalent through experience Experience of academic administration Excellent IT skills including applied knowledge of Microsoft Office, including Excel, Word and Outlook Experience of web-editing in an administrative capacity Evidence of the ability to interpret policies and rules to advise students and academic staff 	E D E D E
Communication	<ul style="list-style-type: none"> Excellent and clear verbal communication skills Excellent written communication skills with the ability to convey complex information clearly 	E E
Planning and Organising Resources	<ul style="list-style-type: none"> Evidence of effective planning and organising of own workload Proven ability to work under pressure Evidence of the ability to work on projects concurrently without loss of attention to detail or accuracy 	E E E
Teamwork and Motivation	<ul style="list-style-type: none"> Experience of having contributed positively to a team Motivation to provide a high quality level of service and support 	E E



Service Delivery	<ul style="list-style-type: none">• Evidence of the ability to display tact, diplomacy and discretion• Evidence of close attention to detail• Evidence of the ability to use initiative to make suggestions for improvements in service delivery• Evidence of the ability to follow procedures accurately and consistently	E E E E
Initiative and Problem Solving	<ul style="list-style-type: none">• Evidence of ability to solve day to day problems with limited reference to higher management• Ability to recognise when a problem should be referred to others	E E
Liaison and Networking	<ul style="list-style-type: none">• Ability to develop effective relationships with colleagues in the Department and across the School	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.