



## 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: Job title: Undergraduate Programme Administrator (Permanent)**

**Department: Law**

**Accountable to: Service Delivery Manager (Undergraduate Programmes)**

Competency	Criteria	E/D
<b>Knowledge and Experience</b>	Demonstrable administrative experience.	E
	Excellent IT skills, including: <ul style="list-style-type: none"><li>• Intermediate MS Word and MS Excel.</li><li>• Familiarity with MS Outlook or other email packages.</li></ul>	E
	Experience of working in an academic or similar environment in an administrative capacity.	E
	A Higher Education degree or equivalent experience.	E
<b>Communication</b>	Excellent communication skills, including the ability to communicate clearly and accurately, both orally and in writing, with a wide range of internal and external contacts.	E
	Confidence in relating to a variety of people.	E
	Experience of servicing committee meetings.	D
<b>Teamwork and Motivation</b>	Experience of participating in and making a positive contribution to a team.	E
	Evidence of a pro-active approach to work.	E
<b>Liaison and Networking</b>	Proven ability to liaise with internal and external contacts.	E



<b>Service delivery</b>	Commitment to providing a high quality service and conveying that standard to those using the Department's services. A high level of numeracy, accuracy and attention to detail.	E
	The proven ability to use initiative to make suggestions about improvements to service delivery.	E
		E
<b>Planning and Organisation</b>	Proven ability to plan, prioritise and manage a demanding and varied workload.	E
	The ability to work with limited supervision.	E
<b>Initiative and Problem Solving</b>	Experience of solving everyday problems and thinking creatively, including recognising when a problem should be referred to others.	E
	Self-motivation and the proven ability to be proactive and manage tasks with a minimum of supervision.	E
	Complete discretion when handling confidential material.	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.