



## 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: Graduate Programmes Administrator**

**Department/Division: Geography and Environment    Accountable to: Sam Colegate**

Competency	Criteria	E/D
<b>Knowledge and Experience</b>	Previous administrative experience, preferably in Higher Education.	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 with degree or equivalent. (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 events planning or events management.	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 convey regulations and guidelines to staff and students in a clear and concise manner.	E



	<p>Ability to act as a point of contact for queries relating to MSc matters, whether from staff, students, applicants or other departments within the school.</p> <p>Ability to identify potential student satisfaction/wellbeing concerns and liaise with relevant bodies to address.</p>	<p>E</p> <p>D</p>
<b>Liaison and Networking</b>	<p>Ability to develop and maintain good working relationships with School departments and divisions so as to maintain a productive two way flow of information.</p> <p>Ability to liaise with other administrators and Departments around the School.</p>	<p>E</p> <p>D</p>
<b>Teamwork</b>	<p>The ability to work as part of a team and contribute ideas to development of administrative systems.</p> <p>To be able to provide cover or assistance to other team members and work collaboratively in instances of high workload.</p>	<p>E</p> <p>E</p>
<b>Planning &amp; Organisation</b>	<p>Ability to prioritise workloads to meet deadlines, including coping with peak workloads at certain times of the academic year.</p> <p>Ability to maintain electronic systems for managing and recording the collection and distribution of student work and feedback.</p> <p>Flexibility and willingness to undertake a varied range of administrative tasks for the Department.</p>	<p>E</p> <p>E</p> <p>E</p>
<b>Service Delivery</b>	<p>Ability to provide a high standard of service accurately and promptly to internal and external customers.</p> <p>To be proactive in identifying and implementing best practice innovation where applicable.</p> <p>Ability to produce and analyse/interpret statistical reports.</p>	<p>E</p> <p>E</p> <p>D</p>
<b>Initiative and Problem Solving</b>	<p>Ability to work with limited supervision and to use own initiative especially when organising the collection of information from various sources to meet deadlines.</p> <p>Attention to detail and careful proofing, to maintain accuracy of all documents, especially during the examination process.</p> <p>Ability to manage financial budgets.</p>	<p>E</p> <p>E</p> <p>D</p>

**E – Essential: requirements without which the job could not be done.**

**D – Desirable: requirements that would enable the candidate to perform the job well.**