



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: MPP Programme Administrator

Department: School of Public Policy

Accountable to: Head of Programme Delivery

Competency	Evidence	E/D
Knowledge and experience	Experience of working in a busy administrative environment on taught degree programmes or other courses.	E
	Customer service experience in a student facing role especially for students paying premium fees.	E
	Experience of working with faculty.	D
	An advanced working knowledge of Microsoft Office; knowledge of SITS especially helpful.	E
	Educated to degree level or equivalent.	E
	Experience of planning medium scale projects or events.	D
Communication	Clear and accurate verbal and written communication skills with the ability to communicate effectively and confidently to a variety of audiences.	E
	Evidence of preparing material for publication.	D
	Experience of communicating with both staff and students using tact, diplomacy and discretion.	E
Planning and organising resources	Evidence of planning and organising own workload to meet deadlines.	E
	Demonstrable accuracy and attention to detail.	E
Teamwork and motivation	Ability to build cooperation and team spirit, and to demonstrate a proactive approach to assisting colleagues.	E
	Ability to work with limited supervision and use own initiative.	E



Service Delivery	Ability to provide a consistently high standard of service to internal and external customers.	E
	Ability to proactively assess, develop and improve existing processes.	D
Liaising and Networking	Experience of building and developing networks with internal and external contacts.	E
Initiative and problem solving	Ability to use initiative to solve problems with flexibility, timeliness and sensitivity.	E
	Ability to recognise when a problem should be referred or escalated.	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.