



## 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: Senior Admissions Assessor and Administrator**

**Ref no.:**

**Department/Division: Undergraduate Admissions/ARD**  
**Accountable to: Undergraduate Admissions Officer**

Criteria	Evidence	E/D
<b>Knowledge and experience</b>	Educated to A level or equivalent Experience in a customer care environment Excellent IT skills, including data entry and analysis, and experience of working with Microsoft Word, Excel and Outlook Experience of working in a Higher Education institution Experience of working with databases and/or management information systems Experience of small project work within a team	E E E  D  D  D
<b>Communication</b>	Excellent oral and written communication skills Pleasant telephone manner Excellent customer service skills Ability to communicate in a diplomatic and tactful manner with a wide variety of people clearly and accurately Ability to convey information in the most appropriate format Ability to absorb information quickly	E  E E E  E  E
<b>Teamwork and motivation</b>	Ability to work as part of a team A flexible, helpful and positive attitude Ability to manage your own workload and support others as required	E E E
<b>Liaison and networking</b>	Ability to develop good working relationships with internal and external contacts	E



<b>Planning and organisation</b>	Excellent attention to detail Ability to work efficiently and accurately Ability to prioritise and manage time effectively and work to tight deadlines Ability to work on own initiative following training	E E E E
<b>Investigation, analysis and research</b>	Ability to carry out basic assessment of information and present accurate results	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.**