



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 Administrator (Student Exams)

Department/Division: Academic Registrar's Division: Student Services Centre

Accountable to: Head of Student Exams Management and SSC Support or Deputy Head

Competency	Criteria	E/D
Knowledge and experience	High standard of numeracy and literacy	E
	An advanced working knowledge of Microsoft Office (particularly Excel); and the ability to effectively use specialist IT systems, particularly bespoke and/or complex databases	E
	Proven willingness and ability to develop specialist knowledge and skills	E
	Experience of having successfully worked in Higher Education sector administration, or similar environment	E
	Good working knowledge of the SITS (or a similar) student record system	D
	Experience of working with Salesforce (or similar CRM)	D
	Experience of supporting delivery of student exams and/or assessment activity	D
	Educated to degree level or equivalent	D
Communication skills	Excellent interpersonal skills and the ability to communicate effectively with a wide variety of students and colleagues	E
	Excellent attention to detail and accuracy	E
	Excellent standard of written and oral communication	E
	Ability to quickly understand complex information; and to convey it effectively and appropriately to a wide variety of audiences	E



	Ability to identify sensitive or confidential situations and to adapt the tone and style of communication appropriately	E
Planning and organising resources	Excellent time management and ability to organise own workload and prioritise tasks effectively when facing multiple, sometimes conflicting, deadlines.	E
	Ability to effectively create and maintain electronic and paper record systems	E
Service delivery	Ability to consistently deliver key tasks to a high and accurate standard	E
	Ability to prioritise appropriately during exceptionally busy periods	E
	Proven commitment to delivering an outstanding level of customer service	E
	Willingness to work outside of normal office hours during peak periods	E
	Proven experience of providing excellent service to students and colleagues within other departments.	E
Initiative and problem solving	Ability to use initiative to solve problems with flexibility, timeliness, and sensitivity	E
	Ability and confidence to make constructive recommendations to managers	E
	Ability to proactively assess, develop and improve existing processes	E
Teamwork and motivation	Ability to build co-operation and team-spirit and to demonstrate a proactive approach to assisting colleagues	E
	Ability to maintain a positive, enthusiastic, 'can do' attitude at all times	E
	Ability to train and/or supervise staff	D
	Experience of work with multiple teams, often at the same time, to deliver excellent service by specified deadlines	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.