



## 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:** Undergraduate Programme Administrator

**Department/Division:** Government

**Accountable to:** Undergraduate Programme Manager

Competency	Criteria	E/D
Knowledge and Experience	• Educated to degree standard or higher, or equivalent through experience	E
	• Demonstrable experience of academic administration	E
	• Excellent IT skills including knowledge of Microsoft Office, notably in Excel	E
	• Experience of interpreting policy and rules to advise students and academic staff on a range of topics	E
	• Experience of using web-based programmes and systems in an administrative capacity	E
	• Advanced knowledge of Excel knowledge	D
Planning and Organising	• Evidence of effective planning and organising own workload	E
	• Proven ability to work under pressure	E
	• Evidence of the ability to work on projects concurrently without loss of accuracy	E
Communication	• Excellent communication skills, including the ability to communicate clearly and accurately, both orally and in writing, with a range of internal and external contacts	E
	• Confidence in relating to a variety of people with an approachable manner	E
	• Evidence of the ability ability to vary communication style according to audience	E
Teamwork and motivation	• Experience of having contributed actively to a team	E
	• Motivation to provide a high level of service and support	E



<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Evidence of excellent attention to detail</li> <li>• Proven ability to provide excellent customer service</li> <li>• Evidence of the ability to use initiative to make suggestions for improvements in processes and procedures</li> </ul>	E E E
<b>Initiative and Problem Solving</b>	<ul style="list-style-type: none"> <li>• Experience of solving everyday problems and thinking creatively, including recognising when a problem should be referred to others</li> <li>• Self-motivation and the proven ability to be proactive and manage tasks with a minimum of supervision</li> <li>• Evidence of ability to review and improve processes and procedures</li> </ul>	E  E  D
<b>Liaison and Networking</b>	<ul style="list-style-type: none"> <li>• Proven ability to liaise with internal and external contacts</li> <li>• Experience of organising events</li> </ul>	E  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.