



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: Executive Programmes Administrator

Department/Division: School of Public Policy Accountable to: Executive Programmes Manager

Competency	Criteria	E/D
Knowledge and experience	Experience of working in a busy administrative environment within Higher Education	E
	Customer service experience in a student facing role especially for students paying premium fees	E
	Experience of working with faculty	E
	An advanced working knowledge of Microsoft Office; and the ability to effectively use specialist IT systems, particularly bespoke and/or complex databases	E
	Educated to degree level or equivalent	E
	Experience of programme administration	D
	Experience of planning projects or events	D
	Experience of using web management and/or virtual learning environment design software	D
Communication	Excellent verbal and written skills and the ability to communicate effectively and confidently to a variety of audiences	E
	Ability to understand and convey complex information in a clear, professional and accurate manner, in writing, in person and by telephone	E
	Experience of communicating with using tact, diplomacy and discretion	E
Planning and organising resources	Evidence of planning and organising own workload, considering all relevant factors	E



	<p>Ability to work to deadlines and to prioritise multiple tasks whilst maintaining attention to detail</p> <p>Ability to maintain records effectively and accurately both electronically and on paper</p>	<p>E</p> <p>E</p>
Teamwork and motivation	<p>Ability to work with limited supervision and use own initiative</p> <p>Ability to maintain a positive, enthusiastic, 'can do' attitude at all times</p> <p>Ability to build cooperation and team spirit, and to demonstrate a proactive approach to assisting colleagues, providing an excellent service to students and faculty that enhances the public profile of the executive programmes</p>	<p>E</p> <p>E</p> <p>E</p>
Service Delivery	<p>Proven commitment and ability to provide a consistently high standard of service to internal and external customers</p> <p>Ability to proactively assess, develop and improve existing processes</p> <p>Proven accuracy and attention to detail</p>	<p>E</p> <p>E</p> <p>E</p>
Initiative and problem solving	<p>Ability to use initiative to solve problems with flexibility, timeliness and sensitivity</p> <p>Ability to evaluate, from a number of options, the most appropriate course of action</p> <p>Ability to recognise when a problem should be referred</p> <p>An ability to build and develop a body of specialised knowledge in a particular area</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
Liaising and Networking	<p>Experience of building and developing networks with internal and external contacts</p>	<p>E</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.