



Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be short-listed **solely** on the extent to which they meet these requirements.

Job Title: Senior Administrator (Student Regulations)

Department/Division: Student Services Centre, Academic Registrar's Division
Accountable to: Head of Student Regulations Management or Deputy Head

Competency	Criteria	E/D
Communication	Proven ability to understand and convey (both in written and oral form) highly complex information in a clear, effective and (where required) sensitive manner to staff and students at all levels and from a wide variety of backgrounds.	E
	Proven ability to write in simple, clear and correct English.	E
	Ability to draft letters, memos and Panel/Committee reports to a high standard and/or on behalf of senior managers.	E
	A heightened attention to detail and accuracy.	E
	Ability to confidently engage with an audience and convey complex information when delivering face to face or online presentations	E
Liaising and Networking	Proven ability to effectively and accurately exchange information with internal and external contacts.	E
	Ability to influence decisions taken by others which fall within the scope of the post.	D
Service Delivery	Proven ability to understand and explore the needs of all stakeholders.	E
	Ability to maintain the quality and consistency of service delivery.	E
	Ability to provide information and/or advice on regulations and associated processes to colleagues and students across the School and, as required, to external enquirers.	E
	Experience of servicing committees or panels.	D



Planning and Organising Resources	Ability to plan, prioritise and organise day-to-day work in accordance with agreed objectives.	E
	Ability to work to and meet tight or conflicting deadlines.	E
Initiative and Problem Solving	Ability to make constructive operational recommendations to the post's line manager and other senior staff for the improvement of service delivery.	E
	Ability to use initiative and judgement to solve day-to-day problems with flexibility, timeliness, and (where required) sensitivity.	E
	Ability to deal with and resolve difficult situations.	E
Knowledge and Experience	Excellent IT skills – Microsoft Office, PowerPoint, Access, Word, Excel, Outlook	E
	Relevant experience within Higher Education administration working in a student facing environment.	E
	Educated to degree level or equivalent experience.	E
	An ability to develop both a comprehensive understanding of the issues, processes and procedures in your area and a good general understanding of other service areas within the SSC and (as appropriate) across the School.	E
	Experience in the administration of student regulations, Exceptional Circumstances and Deferrals or equivalent.	D
	A working knowledge of web development.	D
	Experience of working with complex student record systems/databases	D
	Knowledge of the SITS student record system.	D
Experience of working with Salesforce (or similar Customer Relationship Management software)	D	
Other	Willingness and ability to work outside of normal working hours as the service or role demands.	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.