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.

<table>
<thead>
<tr>
<th>Job title: Institute Administrator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ref no.:</td>
</tr>
<tr>
<td>Department/Division: Marshall Institute</td>
</tr>
<tr>
<td>Accountable to: Institute Manager</td>
</tr>
</tbody>
</table>

**Criteria**

**Knowledge and Experience**

- Administrative experience with a particular focus on diary and travel management
- Experience of event management
- Experience managing budgets, contracts, and supplier relationships
- Excellent IT skills, including MS Word, Excel, Outlook and Power Point, and ability to acquire working knowledge of new software and technologies
- Educated to degree level or equivalent
- Experience of working in the higher education sector, including teaching and research administration
- Experience coordinating longer-term projects
- Experience of internal/external communications, web editing and social media

**Teamwork and motivation**

- Demonstrable motivation to work in an administrative role in higher education and identification with the aims of the Marshall Institute
- Ability to contribute actively to the team to meet objectives

**Communication**

- Excellent command of the English language and the ability to understand and convey information in a clear and accurate manner both orally and in writing
- Ability to draft correspondence and other documents with accuracy, showing good presentational skills and an eye for detail
- Ability to deal tactfully and effectively with staff and external contacts at all levels, demonstrating discretion where appropriate
- Ability to update website and online content, contributing to social media content where appropriate

### Initiative and problem-solving
- Ability to make decisions and use initiative and to manage tasks with a minimum of supervision
- Ability to exercise judgement in relaying important, confidential and sensitive information to various parties
- Ability to resolve problems when an immediate solution is not apparent

### Liaison and networking
- Experience of working with a range of people at all levels of seniority in support of divisional goals
- Ability to form links and networks with internal and external colleagues

### Planning and organising resources
- Ability to keep work practices, systems and procedures under on-going review and update and amend as required
- Highly organised and ability to plan, prioritise, multi-task and work to deadlines
- A thorough and detailed approach with meticulous attention to detail

### Service delivery
- Ability to provide a high standard of service to internal and external stakeholders

---

E – Essential: Requirements without which the job could not be done.
D – Desirable: Requirements that would enable the candidate to perform the job well.