



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: Graduate Programmes Coordinator

Department/Division: Media and Communications **Accountable to:** Deputy Department Manager

Competency	Criteria	Essential / Desirable
Knowledge and experience	Demonstrable administrative experience	E
	Excellent IT skills, including Microsoft applications, and the ability to learn specialist or bespoke IT systems	E
	Experience of providing administrative support, advice and guidance to staff and students in an academic department	E
	Experience of taking minutes and servicing committees	D
	Experience of data processing, including use of student databases	D
	Experience of carrying out administrative work relating to admissions, teaching and student experience	D
	Experience of student-focused communications, including the use of social media platforms	D
Service delivery	Experience of e-learning software platforms	D
	Commitment to providing high-quality service and delivering that service to Departmental stakeholders	E
	Proven experience of providing services and information accurately and promptly to internal and external stakeholders	E
	A high level of numeracy, accuracy and attention to detail	E
Communication	The proven ability to use initiative to make suggestions about improvements to service delivery	D
	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 and accurate manner, in writing, in person and by telephone	E
	Ability to convey regulations and guidelines to staff and students in a clear and concise manner.	E



	Ability to write reports and summarise appropriate information for consideration by senior colleagues	D
	Ability to liaise with and support students facing difficulties in a calm and sensitive manner	D
Liaison and networking	Ability to develop and maintain good working relationships with Departmental and School colleagues	E
	Ability to maintain knowledge of procedures and regulations through establishing effective channels of communication with colleagues	E
Teamwork and motivation	Ability to work as part of a team and contribute ideas to development of administrative systems	E
	Ability to provide cover and/or assistance to other team members and work collaboratively in instances of high workload	E
	Ability to provide direction to members of staff who offer support during busy periods	E
	Ability to work autonomously and manage own workload	E
Initiative and problem solving	Ability to work with limited supervision and to use own initiative especially when organising the collection of information from various sources to meet deadlines	E
	Attention to detail and careful proofing, to maintain accuracy of all work, especially during the examination process	E
	Ability to recognise when a problem should be referred	E
Planning and organisation	Ability to plan, organise and run internal and external-facing events	E
	Ability to prioritise workloads to meet deadlines, including coping with peak workloads at certain times of the academic year	E
	Ability to maintain electronic systems for managing and recording the collection and distribution of student work and feedback	E
	Flexibility and willingness to undertake a varied range of administrative tasks for the Department	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.