



## 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.

<b>Job title:</b> Programme Administrator	
<b>Department/Division:</b> Management	<b>Accountable to:</b> Programme Manager

Competency	Criteria	E/D
<b>Knowledge and experience</b>	Experience of working in a busy administrative environment within Higher Education.	E
	Customer service experience in a student facing role.	E
	Experience of working with academic 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
<b>Communication</b>	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
<b>Teamwork and motivation</b>	Ability to work with limited supervision and use own initiative.	E
	Ability to maintain a positive, enthusiastic, 'can do' attitude at all times.	E
	Ability to build cooperation and team spirit, and to demonstrate a proactive approach to assisting colleagues.	E



<b>Service Delivery</b>	Proven commitment and ability to provide a consistently high standard of service to internal and external customers.	E
	Ability to plan and prioritise a varied workload to ensure that team and individual objectives are met.	E
	Ability to proactively assess, develop and improve existing processes.	E
	Proven accuracy and attention to detail.	E
<b>Initiative and problem solving</b>	Ability to use initiative to solve problems with flexibility, timeliness and sensitivity.	E
	Ability to evaluate, from a number of options, the most appropriate course of action.	E
	Ability to recognise when a problem should be referred.	E
<b>Liaising and Networking</b>	Experience of building and developing networks with internal and external contacts.	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.**