



## 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:** Senior Graduation Administrator

**Department/Division:** Academic Registrar's Division / Student Services Centre  
**Accountable to:** Communications and Events Manager

Competency	Criteria	E/D
<b>Knowledge and Experience</b>	Experience of working in a fast-paced administrative environment within Higher Education	E
	Experience of managing events or projects	E
	An advanced working knowledge of Microsoft Office (particularly Excel); and the ability to use specialist IT systems, particularly bespoke and/or complex databases	E
	Excellent standard of numeracy and literacy	E
	Knowledge of the SITS student record system or alternatively a similar system or experience of working with complex databases	E
	Experience of using web content management systems, e.g. Contensis and HTML	D
	Educated to degree level or equivalent	D
<b>Communication</b>	Excellent standard of written and oral communication	E
	Ability to produce high-quality written material with grammatical accuracy, attention to detail and mindful of the intended audience	E
	Ability to understand complex information quickly and to convey it effectively to a wide variety of audiences	E
	Ability to identify sensitive or confidential situations and to adapt the tone and style of communication appropriately	E
<b>Teamwork and</b>	Excellent interpersonal skills and the ability to build and maintain effective working relationships with team members and colleagues both within the SSC and wider organisation	E



<b>Motivation</b>	Ability to supervise and provide direction to junior team members and temporary staff if required	E
<b>Planning and Organising Resources</b>	Ability to effectively plan and prioritise own varied and demanding workload	E
	Ability to work to deadlines and prioritise multiple tasks whilst maintaining attention to detail	E
	Ability to work independently and with limited supervision	E
	Ability to effectively create and maintain adequate electronic and paper record systems	E
<b>Initiative and Problem Solving</b>	Ability to use initiative and judgement to solve day to day issues and potentially complex problems with flexibility, timeliness and sensitivity	E
	Ability to apply analytical and problem-solving skills with consideration for the wider Divisional and institutional context	E
	Ability to recognise when a problem should be referred to a manager and confidence to ask for help when needed	E
<b>Service Delivery</b>	Commitment to delivering a high level of customer service at all times and proactively assessing, developing and improving existing processes	E
	Excellent attention to detail and a high level of accuracy in all areas of work	E
	Ability to develop specialist knowledge of processes and IT systems	E
	Willingness to work outside of normal office hours during peak periods, including occasional overseas travel	E
<b>Liaison and Networking</b>	Ability to form and maintain positive working relationships with colleagues both within the immediate team, the wider SSC and across the School	E
	Ability to maintain effective relationships with external suppliers to ensure continuity, value for money and delivery of supplies for essential processes	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.**