



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: Programme Administrator

Department/Division: Mathematics

Accountable to: MSc Programmes Manager

Competency	Criteria	E/D
Knowledge and experience	<ul style="list-style-type: none"> Educated to degree level (or equivalent through experience). 	E
	<ul style="list-style-type: none"> Demonstrable experience of working in an academic or similar environment in an administrative capacity. 	E
	<ul style="list-style-type: none"> Excellent IT skills (MS Office). Confidence and willingness to learn new systems/software as required. 	E
Communication	<ul style="list-style-type: none"> Excellent written and verbal communication skills, including the ability to produce clear and accurate correspondence and documentation. 	E
	<ul style="list-style-type: none"> Experience of conveying complex information in an accessible and professional form to a range of stakeholders. 	E
	<ul style="list-style-type: none"> Experience of committee servicing and writing minutes. 	E
	<ul style="list-style-type: none"> Experience of drafting, explaining and proof-reading complex queries or guidelines. 	D
Planning and Organising Resources	<ul style="list-style-type: none"> Evidence of effective time management and planning. 	E
	<ul style="list-style-type: none"> Proven ability to plan, prioritise and systematically manage a demanding and varied workload to meet deadlines. 	E



	<ul style="list-style-type: none"> • Experience of working under pressure and find appropriate solutions to problems. • Evidence of the ability to work on multiple projects concurrently without loss of attention to detail or accuracy. 	E E
Service Delivery	<ul style="list-style-type: none"> • Experience of working within best practice policies and guidelines. • A high level of numeracy, accuracy and attention to detail. • Evidence of the ability to use initiative to make suggestions about improvements to service delivery. 	E E D
Teamwork and Motivation	<ul style="list-style-type: none"> • Experience of working as part of an administrative team. • Ability to work flexibly and proactively as part of a team. • Ability to secure co-operation from colleagues in meeting deadlines and agreed standards of quality. 	E E E
Initiative and Problem Solving	<ul style="list-style-type: none"> • A solution-focused attitude and approach taken to all projects, whilst working within guidelines • Proven ability to highlight errors or problems and resolve them in a timely, responsible manner • Experience of using initiative to solve day-to-day problems with a minimum of supervision. • Ability to assess and review information, knowing when to refer on 	E E E E
Liaison and Networking	<ul style="list-style-type: none"> • Ability to develop and maintain effective working relationships with staff and students, both within the Department and across the School 	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.