



## 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:** Programmes Coordinator (Undergraduate & Dual Degrees)

**Department/Division:** Media and Communications

**Accountable to:** Head of Programmes  
Delivery

Competency	Criteria	Essential / Desirable
<b>Knowledge and experience</b>	Demonstrable administrative experience	E
	Demonstrable experience of organising events	E
	Excellent IT skills, including Word, Excel and Outlook	E
	Experience of academic administration in a university	E
	Experience of taking minutes and servicing committees	D
	Experience of data processing, and use of student databases	D
	Experience of e-learning software platforms	D
<b>Service delivery</b>	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
	Proven ability to use initiative to make suggestions about improvements to service delivery	E
<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 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
<b>Liaison and networking</b>	Ability to develop and maintain strong working relationships with Departmental and School colleagues, and colleagues at other	E



	<p>universities.</p> <p>Ability to maintain knowledge of procedures and regulations through establishing effective channels of communication with colleagues</p>	E
<b>Teamwork and motivation</b>	Ability to work as part of a team and contribute ideas to development of administrative systems	E
	Willingness 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
<b>Initiative and problem solving</b>	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
<b>Planning and organisation</b>	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.**