



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 Administrator (Student Services Events)

Department/Division: Academic Registrar's Division: Student Services Centre

Accountable to: Head of Student Services Event Management or Deputy Head

Competency	Criteria	E/D
Knowledge and experience	High standard of numeracy and literacy	E
	An advanced working knowledge of Microsoft Office (particularly Excel); and the ability to effectively use specialist IT systems, particularly bespoke and/or complex databases	E
	Proven willingness and ability to develop specialist knowledge and skills	E
	Experience of having successfully worked in Higher Education sector administration, or similar environment	E
	Good working knowledge of the SITS (or a similar) student record system	D
	Experience of working with Salesforce (or similar CRM)	D
	Experience of supporting delivery of some or all of the following; HEI welcome activities, enrolment activities, graduation ceremony activities, or similar relevant student event activity	D
	Educated to degree level or equivalent	D



<p>Communication skills</p>	<p>Excellent interpersonal skills and the ability the communicate effectively with a wide variety of students and colleagues</p> <p>Excellent attention to detail and accuracy</p> <p>Excellent standard of written and oral communication Ability to quickly understand complex information; and to convey it effectively and appropriately to a wide variety of audiences</p> <p>Ability to identify sensitive or confidential situations and to adapt the tone and style of communication appropriately</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p>Planning and organising resources</p>	<p>Excellent time management and ability to organise own workload and prioritise tasks to meet deadlines</p> <p>Ability to effectively create and maintain electronic and paper record systems</p>	<p>E</p> <p>E</p>
<p>Service delivery</p>	<p>Ability to consistently deliver key tasks to a high and accurate standard</p> <p>Ability to prioritise appropriately during exceptionally busy periods Proven commitment to delivering an outstanding level of customer service</p> <p>Willingness to work outside of normal office hours during peak periods</p> <p>Proven experience of providing excellent service to students and colleagues within other departments.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p>Initiative and problem solving</p>	<p>Ability to use initiative to solve problems with flexibility, timeliness, and sensitivity</p> <p>Ability and confidence to make constructive recommendations to managers</p> <p>Ability to proactively assess, develop and improve existing processes</p> <p>Ability to prioritise your own workload when facing multiple, sometimes conflicting, deadlines.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p>Teamwork and motivation</p>	<p>Ability to build co-operation and team-spirit and to demonstrate a proactive approach to assisting colleagues</p> <p>Ability to maintain a positive, enthusiastic, 'can do' attitude at all times</p> <p>Ability to train and/or supervise staff</p>	<p>E</p> <p>E</p> <p>D</p>



	Experience of work with multiple teams, often at the same time, to deliver excellent service by specified deadlines	D
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E – Essential: Requirements without which the job could not be done.

D – Desirable: Requirements that would enable the candidate to perform the job well.