



## 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:** Postgraduate Administrator (Student Experience)

**Department:** Social Policy

**Accountable to:** Teaching Operations Manager (Postgraduate)

| Competency               | Criteria  | E/D |
|--------------------------|---|-----|
| Knowledge and Experience | <ul style="list-style-type: none"> <li>Educated to degree level or equivalent; or significant relevant work experience</li> </ul>   | E   |
|                          | <ul style="list-style-type: none"> <li>Excellent IT skills across the range of Microsoft Office applications</li> </ul>   | E   |
|                          | <ul style="list-style-type: none"> <li>Relevant experience of working in higher education, preferably in a student-facing academic environment</li> </ul>   | E   |
| Communication            | <ul style="list-style-type: none"> <li>Excellent oral and written communication skills including grammatical accuracy and the ability to adapt content and style to a specific audience</li> </ul>                              | E   |
|                          | <ul style="list-style-type: none"> <li>Ability to:               <ul style="list-style-type: none"> <li>Communicate with a wide range of people in an appropriate manner</li> </ul> </li> </ul>                                 | E   |
|                          | <ul style="list-style-type: none"> <li>Convey complex information in a clear and concise manner</li> </ul>  | E   |
|                          | <ul style="list-style-type: none"> <li>Develop effective communication strategies</li> </ul>  | E   |
| Teamwork and Motivation  | <ul style="list-style-type: none"> <li>Ability to:               <ul style="list-style-type: none"> <li>Work as part of a team of academic and professional services staff, as well as on own initiative</li> </ul> </li> </ul> | E   |
|                          | <ul style="list-style-type: none"> <li>Constructively participate in team meetings, one-to-one meetings and wider departmental meetings</li> </ul>  | E   |
|                          | <ul style="list-style-type: none"> <li>To maintain a consistently positive attitude towards colleagues and to make an outstanding contribution to the team and Department</li> </ul>  | E   |



|   |  |                                     |
|---|--|-------------------------------------|
| <p><b>Planning and Organising Resources</b></p> | <ul style="list-style-type: none"> <li>• Excellent time-management skills, with the ability to organise a busy and demanding workload</li> <li>• Ability to work effectively with limited supervision</li> </ul>   | <p>E</p> <p>E</p>                   |
| <p><b>Initiative and Problem Solving</b></p>    | <ul style="list-style-type: none"> <li>• Ability to:               <ul style="list-style-type: none"> <li>○ Resolve complex, unprecedented problems</li> <li>○ Respond to internal and external enquiries in an appropriate and confident manner</li> <li>○ Recognise when to seek advice on issues of particular concern</li> </ul> </li> </ul>   | <p>E</p> <p>E</p> <p>E</p>          |
| <p><b>Liaison and Networking</b></p>            | <ul style="list-style-type: none"> <li>• Ability to:               <ul style="list-style-type: none"> <li>○ Act as a key authoritative interface between the Department and a wide range of academic and professional services staff across the School</li> <li>○ Identify and develop links with external organisations for the benefit of the programmes and the wider Department</li> <li>○ Liaise effectively with a wide range of stakeholders</li> </ul> </li> </ul> | <p>E</p> <p>E</p> <p>E</p>          |
| <p><b>Service Delivery</b></p>                  | <ul style="list-style-type: none"> <li>• Outstanding attention to detail</li> <li>• Proven commitment to an ethos of continuous improvement</li> <li>• Ability to:               <ul style="list-style-type: none"> <li>○ Provide outstanding service to students and colleagues at all times</li> <li>○ Develop and manage effective administrative systems and processes</li> </ul> </li> </ul>  | <p>E</p> <p>E</p> <p>E</p> <p>E</p> |

**E – Essential: requirements without which the job could not be done.**

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