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: Management   **Accountable to: Programme Manager**

Competency	Criteria	E/D
Knowledge and experience	Experience of working in a busy administrative environment within Higher Education	E
	Customer service experience in a student facing role	E
	Experience of working with faculty	E
	An advanced working knowledge of Microsoft Office; and the ability to effectively use specialist IT systems, particularly bespoke and/or complex databases	E
	Experience of programme administration	E
	Educated to degree level or equivalent	E
	Experience of planning projects or events	D
Communication	Proven accuracy and attention to detail	E
	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
	Evidence of preparing material for publication	D
Teamwork and motivation	Ability to maintain a positive, enthusiastic, 'can do' attitude at all times.	E
	Ability to build cooperation and team spirit, and to demonstrate a proactive approach to assisting colleagues,	E

	Ability to work with limited supervision and use own initiative	E
Service Delivery	Proven commitment and ability to provide a consistently high standard of service to internal and external customers	E
	Ability to plan and prioritise a varied workload to ensure that team and individual objectives are met	E
	Ability to proactively assess, develop and improve existing processes	D
Liaising and Networking	Experience of building and developing networks with internal and external contacts	E
Initiative and problem solving	Ability to use initiative to solve problems with flexibility, timeliness and sensitivity	E
	Ability to recognise when a problem should be referred	E
	Ability to evaluate, from a number of options, the most appropriate course of action.	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.