



## 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:** Executive MSc Programmes Administrator

**Department/Division:** Department of Health Policy **Accountable to:** Executive Programmes Manager

Competency	Criteria	E/D
<b>Knowledge and experience</b>	Previous relevant administration experience within Higher Education	E
	Educated to degree level or equivalent experience	E
	Demonstrable proficiency in Microsoft 365 applications (including Excel, Outlook, Teams), and other relevant software applications	E
	Experience of planning and supporting events	E
	Ability to develop and manage effective administrative systems and processes	D
	Experience of servicing committees and meetings	D
	Experience in using educational technology platforms such as a Virtual Learning Environment (Moodle), and/or student-record databases (SITS)	D
<b>Communication</b>	Proficiency in using various communication channels, including email, calls and face-to-face interactions	E
	Ability to contribute to the development of effective stakeholder communications strategies	E
	Exceptional verbal and written communication skills, with the ability to effectively convey complex information clearly to diverse audiences	E



<p><b>Planning and organising resources</b></p>	<p>Evidence of planning and organising own workload, excellent time management skills and using initiative</p> <p>Ability to work to deadlines and to prioritise multiple tasks whilst maintaining attention to detail</p> <p>Capable of planning and organising academic and social events</p> <p>Proven ability to adapt to changing priorities</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p><b>Teamwork and motivation</b></p>	<p>Demonstrable ability to work collaboratively within a team environment, fostering a positive and inclusive atmosphere</p> <p>Experience in motivating and inspiring team members to achieve common goals utilising effective interpersonal skills</p> <p>Capable of recognising when a problem should be referred</p> <p>Ability to use initiative when resolving complex or unexpected problems</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p><b>Service delivery</b></p>	<p>Track record in delivering high-quality service, ensuring needs are met promptly and effectively</p> <p>Experience in implementing and improving service delivery processes to enhance satisfaction</p> <p>Ability to handle inquiries, complaints and feedback</p> <p>Proven ethos of striving for continuous improvement</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p><b>Liaising and networking</b></p>	<p>Strong interpersonal skills, with the ability to build and maintain positive relationships with academic staff, administrative colleagues, and external partners</p> <p>Experience in fostering collaborations and partnerships to support wider objectives</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.**