



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 Programme Coordinator

Department/Division: International Relations

Accountable to: Programmes Manager

Competency	Criteria	E/D
Knowledge and Experience	Demonstrable experience of academic administration and student or customer experience	E
	Excellent IT skills, including knowledge of Excel, Word and Outlook	E
	Experience of interpreting policy and rules to advise stakeholders on a range of topics	E
	Experience of using web-based programmes and/or databases/systems in an administrative capacity	D
	Educated to degree standard or equivalent experience	D
Communication	Excellent communication skills, including the ability to communicate clearly and accurately, both orally and in writing, with a wide range of internal and external contacts	E
	Confidence in relating to a variety of people with approachable manner, and adapting communication style according to audience	E
	Experience of servicing committee meetings	D
Teamwork and Motivation	Experience of participating in and making a positive contribution to a team.	E
	Evidence of a pro-active approach to work	E
Liaison and Networking	Proven ability to liaise with internal and external contacts	E
Service Delivery	Proven ability to offer highest levels of customer service	E
	A high level of numeracy, accuracy and attention to detail	E



	The proven ability to use initiative to make suggestions about improvements to service delivery	E
Planning and Organisation	Proven ability to plan, prioritise and manage a demanding and varied workload	E
	The ability to work with limited supervision	E
	Evidence of the ability to work on projects concurrently without loss of accuracy	E
Initiative and Problem Solving	Experience of solving everyday problems and thinking creatively, including recognising when a problem should be referred to others	E
	Self-motivation and the proven ability to be proactive and manage tasks with a minimum of supervision	E
	Evidence of ability to review and improve processes and procedures	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.