

Job Title:

Grade: 3

Person Specification

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| Specialist Knowledge/ Qualifications | Experience of administrative processes and interpretation of policies. Understanding of the HE sector and the general student journey. Degree level or equivalent qualification or relevant experience. |
| Relevant Experience | Experience of working in Administration and managing enquiries. Experience of servicing meetings and taking minutes or notes. Experience of planning and organising events Experience working independently, a demonstrable self starter. Experience of using databases for information entry and data management. Experience of use of Virtual Learning Environment and feedback tools. Experience of Microsoft Office suite. Able to use word and Excel. |
| Communication Skills | Communicates effectively orally, in writing and/or using visual media. Able to produce accurate concise notes or minutes from meetings. Communicates in different ways tailored to mixed audiences. |
| Leadership and Management | Supervises and motivates individuals or a team effectively, setting clear objectives to manage performance |

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| Research, Teaching and Learning | Uses effective teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity |
| Planning and Managing Resources | Plans, prioritises and organises work to achieve objectives on time |
| Teamwork | Works collaboratively in a team and where appropriate across or with different professional groups |
| Student Experience or Customer Service | Provides a positive and responsive student or customer service |
| Creativity, Innovation and Problem Solving | Uses initiative or creativity to resolve problems |

The application form sets out a number of competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria.

Last updated: June 2019