



**LIVERPOOL
HOPE
UNIVERSITY**

1844

PERSON SPECIFICATION – Placement Coordinator/Programme Administrator

Methods of assessment

Application form **(A)**

Interview **(I)**

Presentation **(P)**

Educational Requirements	Essential (E)/Desirable (D)	Method of Assessment (A/I/P)
<ul style="list-style-type: none"> Educated to GCSE in English & Maths (Grade C/4 or above) or equivalent 	E	A
<ul style="list-style-type: none"> Educated to A Level or equivalent 	E	A
<ul style="list-style-type: none"> CLAIT/ECDL or equivalent IT qualification 	D	A
Experience	Essential (E)/Desirable (D)	Method of assessment
<ul style="list-style-type: none"> Experience of working in HE administration including knowledge of timetabling in an education context and of taught processes and procedures 	E	A/I
<ul style="list-style-type: none"> Experience of using spreadsheets and databases on a regular basis 	E	A

<ul style="list-style-type: none"> Experience of using and managing data in line with GDPR and handling confidential matters with discretion 	E	I
<ul style="list-style-type: none"> Experience of using a range of web-based communication channels to facilitate excellent customer service 	E	A/I
<ul style="list-style-type: none"> Experience of taking minutes and coordinating /supporting formal meetings 	E	A/I
<ul style="list-style-type: none"> Proficient in processing statistical information, analysing data and producing reports 	E	A/I
<ul style="list-style-type: none"> Experience of and ability to manage own workload, prioritising tasks as appropriate to meet changing demands and deadlines 	E	A/I
<ul style="list-style-type: none"> Experience of delivering excellent customer service through advice and guidance to diverse stakeholders, including supporting customers remotely and face to face 	D	A/I
<ul style="list-style-type: none"> Experience of working flexibly, responding positively to changing priorities 	D	A/I
<ul style="list-style-type: none"> Experience of Placement Coordination process (administrative tasks, relationship building, event organisation, database management, and student support) 	D	A/I
Skills and Knowledge	Essential (E)/Desirable (D)	Method of assessment
<ul style="list-style-type: none"> IT skills, particularly Microsoft Office packages and virtual Learning Environment 	E	A
<ul style="list-style-type: none"> Excellent oral and written communication skills including the ability to communicate clearly 	E	A/I

and accurately with a wide range of people (internal and external)		
<ul style="list-style-type: none"> Excellent interpersonal skills including a helpful and responsive manner with the ability to remain calm under pressure 	E	I
<ul style="list-style-type: none"> Strong customer service skills with the ability to engage professionally, confidently, and effectively with both customers and colleagues in a friendly and approachable manner. 	E	I
<ul style="list-style-type: none"> Ability to work under pressure 	E	I
<ul style="list-style-type: none"> Ability to work independently and in cooperation with others to meet deadlines 	E	I
<ul style="list-style-type: none"> Knowledge of student data systems (e.g. SITS or equivalent) 	D	A/I
Any other requirements	Essential (E)/Desirable (D)	Method of assessment
<ul style="list-style-type: none"> Firm commitment to achieving the University's mission and values, with a passion for a transformative student experience and multidisciplinary, impactful research 	E	I
<ul style="list-style-type: none"> Commitment to deliver and promote equality, diversity and inclusivity 	E	I