

Person Specification: Admissions Administrator

Methods of assessment

Application form **(A)**

Interview **(I)**

Task **(T)**

	Essential(E)/Desirable(D)	Method of assessment
Educational Requirements		
Educated to degree level (or equivalent) and/or relevant experience	E	A
Experience	Essential(E)/Desirable(D)	Method of assessment
Proven experience of handling data to maintain accurate records	E	A/I
Confident in the use of multiple electronic systems at any given time	E	A/I
Experience of giving information about a range of admissions issues and qualifications	D	A/I
Experience of working effectively in an office environment and of using computerised and paper-based office procedures	E	A/I
Experience of forming effective working relationships	E	A/I
Skills and Knowledge	Essential(E)/Desirable(D)	Method of assessment
Have a good level of IT Skills including using Microsoft Office (Word and Excel) and email	E	A/I
Good knowledge of student records system preferably SITS	D	A/I
Awareness of customer care/good practice	E	A/I
Understanding how diverse cultural and social backgrounds can impact on customer service provision	E	A/I
Experience of identifying applicants' requirements and providing appropriate referrals to additional sources to support	D	A/I

Ability to handle confidential information, working within agreed guidelines in accordance with data protection regulations	E	A/I
Able to use own initiative and work without direct supervision	E	A/I
Proven ability to communicate effectively, both written and verbally with a wide range of audiences	E	A/I
Ability to build effective relationships and communication with all levels of staff within the University and externally	E	A/I
Any other requirements	Essential(E)/Desirable(D)	Method of assessment
Able to work outside office hours if required to assist with events or attend meetings	E	A/I
Willingness to undertake appropriate training and development as and when required	E	A
Approachable, patient and empathetic listener	E	A/I
Proven ability and skills to respond to clients with balanced and sensitive judgement and inclusive approach	E	A/I
Flexible, well organised and adaptable approach to work	E	A/I
Pro-active approach to tasks, with the ability to identify solutions to issues and problems	E	A/I
Proven ability to work under pressure and to deadlines and to prioritise and manage personal workloads	E	A/I
Commitment to providing a high quality student experience underpinned by the mission and values of the University	E	A/I