

PERSON SPECIFICATION



JOB TITLE:	HE Courses Administrator
DEPARTMENT:	Registry
SUMMARY OF DUTIES & RESPONSIBILITIES:	<ul style="list-style-type: none"> To provide administrative support to HE programmes and to have a proactive approach to supporting learning and teaching activities. To act as a point of contact for HE students.

Key

E = Essential Criteria for Post
 D = Desirable Criteria for Post
 A = Application Form
 I = Interview

R = Reference
 T = Test
 D = Documentary Evidence

CRITERIA	E/D	HOW MEASURED				
		A	I	R	T	D
Qualifications & Attainments						
1. GCSE grade C/Grade 4 or above in English and Maths (or equivalent qualifications)	E	✓				✓
2. Educated to A Level standard (or equivalent qualifications)	E	✓				✓
Experience & Knowledge						
3. Relevant administrative experience	E	✓	✓		✓	
4. Skilled in the use of Microsoft Office applications	E	✓	✓		✓	
5. Experience of using computerised information systems such as student databases	E	✓	✓			
6. Experience of working in a customer service environment	E	✓	✓			
7. Experience of working in higher education	D	✓				
8. Experience of working with web-based information systems and/or a virtual learning environment	D	✓				
Skills & Competencies						
9. Excellent organisational skills in order to manage a varied workload	E	✓	✓		✓	
10. Ability to concentrate and work accurately at all times, including when under pressure	E	✓	✓		✓	
11. Excellent interpersonal skills and ability to communicate with a broad range of people	E		✓		✓	
12. Ability to work flexibly within job tasks and within the team	E	✓	✓			
13. Aptitude for team working	E		✓			
Values & Ethos						
14. Commitment to the provision of excellent customer service	E	✓	✓			
15. Commitment to the Conservatoire's support and promotion of Equality and Diversity.	E		✓			
16. Commitment to safeguarding young people and other vulnerable groups	E		✓			

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CRITERIA	E/D	HOW MEASURED				
		A	I	R	T	D
<u>Work Circumstances</u> 17. Able to work outside of normal office hours at key times in support of cross-conservatoire activities such as registration.	E		✓			

APPROVAL OF PERSON SPECIFICATION - LCM	
Compiled By:	Eleanor Moore updated Amanda Layne updated Caroline Stephenson
Compilation Date:	April 2011 updated June 2016, March 2019, November 2020
Approval By SMC:	