

PERSON SPECIFICATION

Travel Administrator

Vacancy Ref:

Criteria	Essential/ Desirable	Application Form / Supporting Statements/ Interview *
Travel industry experience, use of travel systems, finance systems and data bases	Essential	Supporting statement/ Interview
Effective numeracy, literacy skills (GCSE Maths and English Grade C or above)	Essential	Application Form
Able to convey an appropriate rationale and interest in applying for this particular post	Essential	Supporting Statement/ Interview
Advocate of customer care including experience in handling queries in a professional manner and resolving routine problems.	Essential	Supporting Statement/ Interview
Experience of working under pressure with proven experience of delivering results and working to deadlines	Essential	Supporting Statement/ Interview
Ability to quickly respond to verbal and written requests/enquiries with a high level of accuracy and attention to detail	Essential	Interview
Ability to work effectively both individually and as part of a team and to manage own workload	Essential	Supporting Statement/ Interview
Business travel booking experience in the HE Sector	Desirable	Interview
Commitment to undergo further training through operational requirements and personal staff development.	Desirable	Interview
Good communication skills	Desirable	Interview

*

- **Application Form** – assessed against the application form, curriculum vitae and letter of support. Applicants will not be asked to answer a specific supporting statement. Normally used to evaluate factual evidence eg award of a qualification. Will be “scored” as part of the shortlisting process.
- **Supporting Statements** - applicants are asked to provide a statement to demonstrate how they meet the criteria. The response will be “scored” as part of the shortlisting process.
- **Interview** – assessed during the interview process by competency based interview questions, tests, presentation etc.