

**PERSON SPECIFICATION**

**Departmental Administrator**

**Vacancy Ref:**

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| **Criteria** | **Essential/ Desirable** | **Application Form / Supporting Statements/ Interview \*** |
| To convey an appropriate rationale and interest in applying for this particular post (covering letter) | Essential | Application Form |
| Educated to degree level or equivalent professional experience | Essential | Application Form |
| Senior administrative experience at management level, preferably within a higher education environment | Essential | Supporting Statements/Interview |
| Ability to lead, enthuse and motivate a team effectively to drive results and ensure effective change and continuous improvement | Essential | Interview |
| Experience of business planning and scheduling of resources, and use of complex management information | Essential | Supporting Statements/ Interview |
| Advocate of customer care including experience of dealing with a range of complex customer/student queries or issues in a professional manner | Essential | Supporting Statements/Interview |
| Experience of processes design, review and/or improvement, preferably in a higher education environment | Essential | Supporting Statements/Interview |
| High level of communication, numeracy, IT, data management, analytical and report writing skills | Essential | Interview |
| The ability to work collaboratively, build and nurture effective relationships and networks, and to influence stakeholders at all levels | Essential | Interview |
| Experience in quality assurance procedures, records management and supporting committees | Desirable | Application Form/Interview |

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* **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 either competency based interview questions, tests, presentation etc.