

Person Specification

Administration Assistant	
£25,000 to £26,000	Date Compiled: November 2020
Essential requirements	Desirable requirements
<ul style="list-style-type: none"> • Good interpersonal skills and an ability to communicate effectively with students and colleagues • IT and analytical skills • Ability to adapt swiftly to changing priorities • Excellent written and verbal communication skills • Proficiency in working with Microsoft Office suite, including Outlook, Word, Excel and SharePoint • Excellent customer service skills • Ability to work independently as well as part of a team. 	<ul style="list-style-type: none"> • Proven experience in a similar role • Knowledge of Higher Education environment • Knowledge of QuickBooks or similar accounting environment • Knowledge of video editing software (i.e. iMovie's) • Experience of working in a virtual learning environment (e.g. Blackboard, Moodle, Neolms)
<p><u>Qualifications & Professional Recognition:</u></p> <ul style="list-style-type: none"> • A level or Equivalent <p><u>Special Requirements:</u></p> <ul style="list-style-type: none"> • Ability to work evenings and weekends as required 	<ul style="list-style-type: none"> • Some knowledge of French would be helpful

Competency – Essential	Competency – desirable
<p><u>Organisation and delivery</u></p> <p>Ability to plan the time respecting organisational priorities and other colleagues' work roles to achieve results.</p>	<p><u>Making informed decisions</u></p> <p>Uses analyses, reports and data to test the validity of options and assess risk before reporting to the administrator for a decision.</p>
<p><u>Team working</u></p> <p>Contributes to team development, seeking and testing improvements to the team's outputs/service.</p>	<p><u>Customer focus</u></p> <p>Works to identify customer needs. Seeks feedback and reports to the Director of Administration</p> <p>Support the development of projects to enhance customer satisfaction.</p>
<p><u>Communicating</u></p> <p>Communicates effectively with a wide range of diverse internal and external stakeholders.</p>	<p><u>Creativity and Innovation</u></p> <p>Reviews, tests and helps implementing new concepts, models and approaches to practice in support of service implementation and delivery.</p>