**PERSON SPECIFICATION (PS)**

This form lists the essential and desirable requirements needed in order to do the job.

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| **Job Title:** | Partnerships Programmes Administrator | **Job ref no:** | **ACR-0255-24** |
| **Grade:** | 4 | **Department:** | **Academic Registry** |
| **Accountable to:** | Assistant Registrar for Partnerships | **Responsible for:** | **N/A** |
| **PS created by/ or reviewed by:** | **Nerys Evans and Rebecca Wombwell** | **Date PS created/ reviewed:** | March 2024 |

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| **Evidence** | | |
| **Competency** | **Essential** | **Desirable** |
| 1. Service Delivery | Able to deal calmly and productively with situations of conflict and pressure  High level of customer focus and ability to deal effectively with a wide range of internal and external customers  Ability to work as part of a team  Self-reliance and ability to make decisions on own initiative in absence of superiors  Ability to check documentation for anomalies | Experience of working in a demanding office environment with multiple functions  Ability to support drafting of documents |
| 2.Communication | Excellent communication and interpersonal skills, written and verbal  Good standard of written and spoken English  Ability to communicate professionally, confidently and appropriately with colleagues at all levels within an organisation, and with students  Ability to resolve queries | Experience of adapting communication skills appropriately |
| 3. Planning and Organisation | Ability to work methodically, to establish and follow set processes and procedures accurately  Ability to pay attention to a high level of detail and accuracy  Ability to plan, manage and prioritise workload when under pressure to meet deadlines  Ability to manage small projects | Experience of planning office work  Experience of managing a schedule of activities  Experience of committee secretarial work |
| 4. Analysis and Research | Ability to interpret complex information | Ability to conduct research |
| 5. Liaison and Networking | Ability to provide advice on regulations and policies | Ability to participate in internal meetings |
| 6. Initiative and Problem Solving | Ability to triage queries and signpost appropriately  Ability to work with colleagues to solve problems related to Registry work  Ability to adhere to procedures and regulations | Experience of problem solving and using creative ideas to solve problems  Experience of using initiative to provide advice |
| 7. Decision Making Processes and Outcomes | Ability to follow procedure and process and make decisions independently | Experience of making decisions |
| 8. Experience | Educated to A-Level standard or equivalent experience  Ability to understand partnership programme processes | Experience working in a busy, demanding office environment with multiple functions  Experience of working with a variety of customers |