**PERSON SPECIFICATION (PS)**

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

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| **Job Title:** | Student Resolution and Compliance (Casework) Administrator | **Job ref no:** | ACR-0348-24 |
| **Grade:** | 4 | **Department:** | Academic Registry |
| **Accountable to:** | Student Resolution and Compliance (Casework) Manager | **Responsible for:** | N/A |
| **PS created by/ or reviewed by:** | Created by Nerys Evans and Rebecca Wombwell. | **Date PS created/ reviewed:** | December 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 | Experience of working in a demanding office environment with multiple functions  Experience of meeting management |
| 2.Communication | Excellent interpersonal and communication 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, including senior management, and with external stakeholders | Experience of adapting communication skills appropriately  Experience of minute taking |
| 3. Planning and Organisation | Ability to work methodically, to establish and follow set processes and procedures accurately  Ability to work paying close attention to detail and accuracy  Ability to plan, manage and prioritise workload when under pressure to meet deadlines | Experience of planning office work  Experience of managing a schedule of activities |
| 4. Analysis and Research | Ability to compile and interpret information for report writing |  |
| 5. Liaison and Networking | 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 | Experience working in a busy, demanding office environment with multiple functions  Experience of working with a variety of customers |