

Person Specification

Post Title:	Graduate Academic Administrator	Post No:	
Organisation Unit:	Business, Law and Social Sciences Academic Administration		
Salary	£23,500	Date Compiled:	Dec 2018

Attributes	Essential *	Desirable
Knowledge	Able to demonstrate a good working knowledge of Microsoft Office (including Office 365) products	Familiarity with project management process and methodologies
Skills	<p>Excellent communication skills (both verbal and written) at all levels and the ability to develop relationships quickly</p> <p>Meeting customer expectations through excellent customer focus and a solution driven approach</p> <p>Strong organisational skills with attention to detail</p> <p>Ability to influence others through persuasion and negotiation</p> <p>Ability to prioritise workload, exercise judgment, and meet strict deadlines</p> <p>Ability to network effectively and work collaboratively with all staff</p> <p>Analytical and decision-making skills with a clear and logical approach to work</p>	<p>Ability to work proactively without supervision, exercising judgement and initiative as necessary</p> <p>Ability to manage complex relationships</p>
Experience	<p>Experience of delivering and analysing reports/information</p> <p>Working independently and within a team and dealing with unforeseen issues in ever changing circumstances</p> <p>Use a solutions-driven approach when dealing with unforeseen circumstances</p> <p>Exposure to preparing and presenting information in the form of updates or options for discussion</p> <p>Experience of managing a diverse workload</p>	<p>Communicating with professional and managerial staff</p> <p>Experience of planning and organising events: meetings, conferences or seminars</p>

Qualifications	An NTU graduate degree of 2:1 or above, obtained within the last two years (since summer 2017)	
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*** Please note: in compliance with our obligations under the Immigration, Asylum & Nationality Act 2006, we will require to check proof of eligibility to work in the UK**

Competencies	COMPETENCY - ESSENTIAL	LEVEL	COMPETENCY - DESIRABLE	LEVEL
	Team Working: Leads aspects of team work, seeking and implementing improvements to the team's outputs/service and developing colleagues within the team. Challenges colleagues	2	Leading and Coaching: Displays high personal standards, gives and receives feedback and ensures that colleagues are aware of their roles and responsibilities. Leads by example.	1
	Customer Focus: Works to identify customer needs. Seeks feedback and develops service delivery accordingly. Influences and develops ideas to enhance customer satisfaction.	2	Creativity and innovation Seeks out, reviews and integrates new ways of working into role	1
	Communicating and Influencing: Communicates information effectively to a wide range of diverse stakeholders, influencing events.	2		
	Making informed decisions Uses analysis, reports and data to test the validity of options and assess the risk before taking decisions. Ensures optimum decisions are taken.	2		
	Organisation and Delivery: Plans time taking account of organisational priorities and other colleagues' work roles to achieve results	2		