Person Specification

This form lists the essential and desirable requirements needed in order to do the job.
Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: Administrative Officer (Engagement and Outreach)

Department/Division: Anthropology **Accountable to:** Departmental Manager

Competency	Criteria	E/D
Knowledge and Experience	Educated to A level or with equivalent experience.	E
	Experience of working in a communications, marketing, events or stakeholder engagement role.	E
	Highly numerate with an excellent working knowledge of Microsoft Excel (or equivalent).	E
	Good working knowledge of Microsoft Word (or equivalent).	E
	Considerable experience in an administrative role and of delivering activities efficiently in accordance with procedures.	E
	Experience of maintaining clear records with a high level of accuracy and attention to detail.	E
	Experience of producing engaging content for both print and digital communications using Canva or similar.	E
	Experience of organising in-person, online, and hybrid events.	E
	Experience of producing, collaborating or leading on multimedia content e.g. videos for marketing purposes.	E
	Experience of managing/ running social media channels (e.g. X, Facebook, Instagram, LinkedIn and YouTube) to effectively engage audiences.	E
	Understanding of the needs and expectations of diverse stakeholder groups	E

	and the ability to develop activities, communications and services that effectively engage them. Previous experience of working in Higher Education.	 D
Communications	Excellent written and oral communication skills. The ability to communicate appropriately and in a diplomatic and tactful manner with people at all levels and from a wide variety of backgrounds. The ability to deal discreetly with confidential matters.	E E E
Liaison and Networking	Adept at building and maintaining strong working relationships with a range of people. The ability to exchange and disseminate information effectively, initiating correspondence proactively as necessary.	E E
Service Delivery	Proactive in assessing customer needs and providing excellent customer service.	E
Planning and Organising Resources	Highly organised and confident managing multiple projects and competing priorities effectively in order to meet deadlines and to deliver communications and events/ activities with limited supervision. The ability to organise department events such as public lectures, workshops or meetings.	E E
Teamwork and Motivation	Ability to work as a collegiate, supportive, and proactive team member, as well as on own initiative. The ability to adapt to changing demands and circumstances, and willingness to carry out routine tasks. The ability to supervise staff and delegate work appropriately. Experience of working collaboratively towards shared objectives within a team.	E E E E
Initiative and Problem Solving	Experience of contributing ideas for the improvement of administrative systems and processes, combining creativity and	E

	initiative, and having the flexibility and dynamism to deliver change.	
	Adaptability to new ideas and ability to think out how proposals might actually work in practice; understanding the potential consequences of decisions.	E
	Experience of initiative to solve day-to-day problems and to decide on the most appropriate course of action from a range of alternatives, including recognising when issues should be escalated and when to deal with them independently.	E
	The ability to make decisions based on established rules and regulations, and to be able to justify them.	E
Pastoral Care and Welfare	The ability to give supportive help and guidance to students.	E

E – Essential: Requirements without which the job could not be done.
D – Desirable: Requirements that would enable the candidate to perform the job well.