



Loughborough AU Senior Administrator - Person Specification

	Criteria	Crucial/ Advantageous	Tested by (App / Int)
Knowledge / Experience	A good standard of education, degree or equivalent experience	C	App
	Experience of working in a sporting environment	C	App
	Experience of working in a busy office environment and providing administrative support	C	App
	Experience of coordinating sporting fixtures	A	App
	Experience of sports bookings software and customer relationship management software	A	App
	Knowledge of student sport	C	App/Int
	Experience working in a democratic organisation	A	App
Skills	Excellent administrative and organisational skills	C	App/Int
	Capacity to enhance the end user experience through process improvement	C	App/Int
	Ability to prioritise, problem-solve, manage a heavy workload and take an adaptable, flexible approach to work.	C	Int
	Excellent interpersonal skills and the ability to build and maintain relationships with a wide range of people, including students, members of staff and the wider community.	C	Int
	Ability to work calmly under pressure and meet deadlines	C	App/Int
	Excellent verbal and written communication skills	C	App/Int
	Good level of Excel, Word, Outlook Office365 skills.	C	App
	Experience of Gladstone MRM system	A	App
Behaviours	Capable of providing outstanding customer service, even when under pressure	C	App/Int
	Capacity to use personal initiative.	C	App/Int
	Flexible in approaches to work and tasks	C	Int
	Enthusiastic and energetic	C	App
	Genuine interest in sport	A	App
	Commitment to Personal Development	A	App