Person Specification
Operations Administrator

	Essential	**Desirable**
Qualifications, experience and background	• Excellent numeracy and literacy skills to GCSE grade C/5 or above or equivalent • Previous administration experience in a similar setting	• Experience of working within the student accommodation field
Specific knowledge/skills (technical)	• Demonstrable experience and competence of MS Office applications, databases and email systems and their practical application • Customer service or event management experience • Experience of working with data of a confidential and sensitive nature • Experience of diary management, minute taking, preparing, proofreading and amending documents; maintaining records and databases.	• Knowledge, experience or the aptitude to use room booking systems • Accurate Solutions or similar Accommodation software experience • Experience of updating websites
Personal attributes	• Excellent communication skills • Ability to work to a high level of accuracy and with independence • Strong organisational skills with excellent attention to detail • An enthusiasm for and enjoyment in working with a variety of colleagues. • Demonstrate a strong customer focussed approach to all • Willing to act on own initiative and on behalf of others as requested • Confident, committed and enthusiastic team player • Desire to take on challenges • Self-motivated, adaptable, enthusiastic and positive approach	
Other	• Demonstrable experience of analysing information and considering alternative solutions, adapting to new ways of working where necessary. • Ability to work in a small team • Willingness to adopt a flexible and collaborative approach to tasks including some evening and weekend working if required	