

Person Specification – Global Operations Administrator

Qualifications, knowledge and skills required for this role

	Essential	Desirable
Educated to A level standard or equivalent	✓	
Mathematics and English Language GCSEs to Grade C+ or equivalent	✓	
Experience in carrying out routine administrative work without supervision while adhering to operational guidelines and processes	✓	
Experience of dealing with high volumes of phone calls and email queries	✓	
Ability to work on several tasks simultaneously while achieving deadlines	✓	
Experience of delivering customer focused service and handling complaints	✓	
Experience in handling financial transactions and processing invoices and expenses claims		✓
Experience of working with external stakeholders who provide a service to the organisation's customers	✓	
Ability to make accurate use of digital office solutions, financial and administrative processes	✓	
Courteous, confident and efficient telephone manner	✓	
Knowledge of ABRSM products and services		✓

Competencies required in this role

Analysis and decision making	<ul style="list-style-type: none"> ▪ Gathers or collates information for others ensuring it is complete and up to date. ▪ Presents information in the agreed format ensuring accuracy. ▪ Weighs up the immediate benefits of available options to decide between them. Asks for advice when a situation is not covered by procedures/standard
Continuous improvement	<ul style="list-style-type: none"> ▪ Shows flexibility and co-operation when circumstances change. ▪ Makes practical suggestions for improvements to day-to-day working methods ▪ Uses initiative to raise or resolve immediate problems. ▪ Meets quality standards without needing to be prompted.
Planning and delivery	<ul style="list-style-type: none"> ▪ Organises own work in the most effective and efficient way. ▪ Avoids waste when using allocated resources and/or equipment. ▪ Focuses on agreed priorities. ▪ Monitors own progress against deadlines, keeping others informed. Delivers work to agreed timescales and standards.
Building relationships	<ul style="list-style-type: none"> ▪ Communicates clearly without jargon, focusing on the key message. ▪ Listens carefully and asks questions to clarify own understanding. ▪ Is courteous, helpful and considerate in dealings with others. ▪ Treats everyone fairly and with respect.

	<ul style="list-style-type: none"> ▪ Respects confidentiality and shows integrity in dealings with others.
Managing self and others	<ul style="list-style-type: none"> ▪ Works co-operatively with others to get the job done. ▪ Volunteers to assist others with their work when time allows. ▪ Listens to feedback and accepts help for own development. ▪ Asks for and accepts support and guidance when needed.
Knowledge and expertise	<ul style="list-style-type: none"> ▪ Applies a basic foundation understanding of the work of the team and/or specialism. ▪ Recognises when a situation calls for a greater level of experience or expertise and seeks advice. ▪ Shows readiness to learn and apply new skills.

Additional Requirements for this role:

Willingness to work out of office hours including occasional weekends and Bank Holidays

Commitment to diversity and equality of opportunity in all working practices