

Person Specification – Products and Services Administrator

Qualifications, knowledge and skills required for this role

	Essential	Desirable
Educated to degree level (or equivalent) in Music or a music-related subject	✓	
Maths and English skills to at least GCSE standard (or equivalent)	✓	
Proven experience of dealing courteously and efficiently with customers, either face-to-face or on the telephone	✓	
Excellent written communication skills with the ability to draft correspondence of a high standard	✓	
Proficient in the use of MS Office applications	✓	
Proven organisational and administrative skills/experience, with the ability to prioritise workload in order to meet deadlines	✓	
Ability to communicate confidently and to foster effective working relationships with other staff and external consultants	✓	
An understanding of ABRSM's ethos, aims and standards	✓	

Competencies required in this role

Analysis and decision making	<ul style="list-style-type: none"> ▪ Identifies how best to conduct analysis of data or research. ▪ Identifies options and weighs up the risks and benefits to establish the best solution. ▪ Suggests solutions rather than bringing problems. ▪ Makes confident sound decisions on familiar issues, without needing guidance.
Continuous improvement	<ul style="list-style-type: none"> ▪ Recognises the benefits and need for change and helps with the practicalities of implementation. ▪ Researches, adapts and develops good ideas to improve performance, policies or procedures. ▪ Learns from setbacks, finding ways to improve work processes for the future. Checks own/others' work for quality and completeness before passing on work.
Planning and delivery	<ul style="list-style-type: none"> ▪ Prioritises workload within agreed objectives. ▪ Communicates with colleagues to ensure work is co-ordinated. ▪ Estimates timescales, scheduling activities to achieve results to deadlines. ▪ Continually monitors activity and progress towards goals, proposing new approaches when circumstances change. ▪ Keeps track of allocated resources/budgets, raising any issues promptly.
Building relationships	<ul style="list-style-type: none"> ▪ Speaks confidently, credibly and knowledgeably to a range of audiences. ▪ Invites questions and responds professionally. ▪ Adapts own behaviour to the individual/situation, showing empathy and interest. ▪ Reliably delivers on promises, going the extra mile when necessary.

Managing self and others	<ul style="list-style-type: none"> ▪ Helps to build a collaborative team environment with colleagues. ▪ Considers and acts on feedback on own work/approach. ▪ Gives constructive advice and encouragement to others when things go wrong. Helps colleagues with less experience to build understanding and skill.
Knowledge and expertise	<ul style="list-style-type: none"> ▪ Demonstrates rounded experience and know-how in own specialism. ▪ Provides advice and guidance to others on issues that arise in the course of day-to-day work. ▪ Demonstrates relevant, up-to-date knowledge and expertise ▪ Takes an interest in own professional and personal development.

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