



## 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:** Programme Manager, LSE Online

**Department/Division:** LSE Online/Extended Education **Accountable to:** Head of Programmes, LSE Online

Competency	Criteria	E/D
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>Proven experience of programme or project management in a commercial or higher education setting</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience of, or interest in, online learning in a commercial or higher education setting</li> </ul>	E
	<ul style="list-style-type: none"> <li>Awareness of the needs of lifelong learning and professional learners</li> </ul>	D
	<ul style="list-style-type: none"> <li>Proven experience of project managing and delivering assigned projects to time and budget, as well as meeting project outcomes</li> </ul>	E
	<ul style="list-style-type: none"> <li>Knowledge of course development and/or course delivery processes in online learning</li> </ul>	D
	<ul style="list-style-type: none"> <li>Ability to develop productive working relationships with stakeholders, including LSE Faculty</li> </ul>	E
	<ul style="list-style-type: none"> <li>Proven experience of responding to unforeseen challenges including steps to mitigate, escalate to line managers, and/or resolve the situation as needed</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience of managing administrative responsibilities and liaising with operations colleagues as required</li> </ul>	E
	<ul style="list-style-type: none"> <li>Educated to degree level or equivalent.</li> </ul>	E
<b>Planning and resources</b>	<ul style="list-style-type: none"> <li>Ability to develop and iterate processes as needed to contribute to a culture of continuous improvement</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience of monitoring progress and reporting to stakeholders, identifying, escalating, and/or addressing challenges as required</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience of monitoring feedback (for example, from students or faculty) and using feedback to inform areas</li> </ul>	E



	<p>of excellence or improvement</p> <ul style="list-style-type: none"> <li>• Experience of managing budgets</li> </ul>	D
<b>Commercial acumen</b>	<ul style="list-style-type: none"> <li>• Ability to develop subject and market knowledge to help inform course development</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Understanding of competitor landscape and the drivers impacting online and/or lifelong learning</li> </ul>	D
<b>Liaison and networking</b>	<ul style="list-style-type: none"> <li>• Experience of developing productive working relationships with stakeholders and the ability to develop strong relationships with LSE Faculty</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Experience of working effectively with external vendors or partners to deliver projects</li> </ul>	D
	<ul style="list-style-type: none"> <li>• Experience of being a central point of coordination for a range of internal and external stakeholders</li> </ul>	D
	<ul style="list-style-type: none"> <li>• Ability to work with an international student and client base</li> </ul>	E
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Strong influencing and persuasion skills, using tact and diplomacy where necessary</li> </ul>	E
<b>Teamwork and motivation</b>	<ul style="list-style-type: none"> <li>• Dedicated and proactive team player with the desire to grow within an organisation</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Highly professional, flexible and committed to going above and beyond the remit of the role to achieve and exceed targets</li> </ul>	D
	<ul style="list-style-type: none"> <li>• Ability to plan and organise own workload and consistently meet deadlines, recognising when escalation is appropriate</li> </ul>	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.**