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: Change Delivery Manager CSTP (plus PEARA)

Department/Division: Academic Registrar's Division
Accountable to: Head of ARD Business Change and Deputy Head of Student Services (Operations)

Competency	Criteria	E/D
Knowledge and Experience	Educated to degree level or equivalent experience.	E
	Significant relevant experience of working in Higher Education administration or, alternatively, working in a relevant change/enhancement project related environment.	E
	Experience of working with complex student record systems.	D
	Knowledge of the SITS student record system.	D
	Experience of working with Salesforce (or similar CRM).	D
	Experience of working with course/module selection processes and systems	D
	Experience of staff management.	D
	Experience of leading relevant working groups and meetings.	D
	Excellent IT skills – Microsoft Office, PowerPoint, Access, Word, Excel, Outlook.	E
Communication	Ability to quickly understand complex information and convey it confidently, appropriately and effectively to a variety of audiences.	E
	Ability to produce high-quality written material with grammatical accuracy, attention to detail and mindful of the intended audience.	E
	Ability to write reports and provide management information.	E
	Evidence of preparing and producing material for publication via a variety of media e.g. hardcopy student materials and	E

	webpages.	
	Ability to communicate sensitively and effectively with students and other service stakeholders in order to constructively resolve and learn from issues.	E
Teamwork and Motivation	Ability to undertake recruitment of both permanent and temporary staff.	E
	Ability to manage and lead a team, providing direction and support, and to develop and motivate staff.	E
	Ability to co-ordinate work and share information across multiple teams when required	E
Planning and Organising Resources	Ability to effectively plan and prioritise own varied and demanding workload and that of the team.	E
	Ability to plan and manage projects and events, ensuring the effective use of all associated resources.	E
	Ability to work to deadlines and prioritise multiple tasks whilst maintaining attention to detail.	E
	Ability to work with limited supervision and effectively determine when it is appropriate to change workload priorities, and when it is necessary to escalate issues.	E
Initiative and Problem Solving	Ability to use initiative and judgement to solve day to day issues and potentially complex problems with flexibility, timeliness and sensitivity.	E
	Ability and confidence to make constructive recommendations to senior management staff within Student Services and the wider division.	E
	Ability to apply analytical and problem-solving skills with consideration for the wider Divisional and institutional context.	E
Service Delivery	Ability to analyse large amounts of data, quickly identify service requirements, and to meet them effectively.	E
	Ability to develop specialist knowledge of processes and IT systems, and to provide related development support and training to team members and relevant colleagues.	E
	To encourage and develop a culture of process review and	E

	continuous improvement regarding service delivery, conveying the necessity for high standards to staff and maintaining a positive, enthusiastic, 'can do' attitude at all times.	
Liaison and Networking	Ability to form and maintain positive working relationships with colleagues outside of the immediate team and across the School, liaising with them effectively to ensure the co-ordination and delivery of multiple services and events.	E
	Ability to maintain effective relationships with external suppliers to ensure continuity, value for money and delivery of supplies for essential processes.	E
	Ability to actively engage in peer networks and share information and examples of best practice.	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.