



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: Service Delivery Manager (LLM)

Department/Division: Law

Accountable to: Head of Programme Delivery

Competency	Evidence	E/D
1. Knowledge and experience	Demonstrable administrative experience	E
	Comprehensive working knowledge of Microsoft office applications, including Excel, Word and Outlook	E
	Experience of working in an academic or similar environment in an administrative capacity	E
	Experience of managing financial resources, such as cash budgets	D
	Educated to degree level or equivalent	D
2. Service delivery	Experience of providing a high level of service, and establishing and maintaining good working relationships with a range of colleagues	E
	A high level of numeracy, accuracy and attention to detail	E
	Experience of seeking and evaluating feedback from external 'customers' to initiate improvements	E
	Experience of dealing with complex and sensitive student cases and pastoral issues in a timely, empathetic and professional manner	E
3. Teamwork and motivation	Evidence of working effectively within a team to deliver an objective or objectives, managing work priorities for yourself and others	E



	Evidence of motivating others to achieve a goal or objective	E
	The proven ability to bring together and manage a small administrative staff team	E
	Experience of setting objectives, conducting career development reviews, and regular one-to-ones, and dealing promptly with any performance-related issues	E
4. Planning and organising resources	Proven ability to plan, prioritise and manage a demanding and varied workload	E
	A systematic approach to work	E
	Project management skills, including the proven ability to: <ul style="list-style-type: none"> plan time and resources for work of a cyclical nature anticipate and meet deadlines monitor and evaluate progress, and make adjustments as necessary 	E
5. Communication	Excellent communication skills, including: <ul style="list-style-type: none"> the proven ability to communicate clearly and accurately, both orally and in writing, with a wide range of internal and external contacts the ability to draft options papers for consideration by colleagues, and to input into School-level reviews 	E
	Confidence in relating to a variety of people	E
	Experience of servicing committee meetings	D
6. Decision making	Experience of working on own initiative and taking independent decisions	E
	Proven ability to advise and influence others on their decisions and present a balanced analysis of the options available	E
7. Initiative and problem solving	Experience of resolving problems when an immediate solution is not apparent	E
	Self-motivation and the proven ability to be proactive and manage tasks with a minimum of supervision	E



	Complete discretion when handling confidential material	E
8. Liaison and networking	Proven ability to liaise effectively with internal and external contacts and stakeholders	E
	Proven ability to develop an effective network of contacts	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.