



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: Undergraduate Programme Manager

Department/Division: Management

Accountable to: Head of Programme Delivery

Competency	Criteria	E/D
Knowledge and experience	Substantial relevant experience working in a higher education environment.	E
	Advanced working knowledge of Microsoft packages.	E
	Experience of working in a student-facing team.	E
	Experience of producing management information and reports.	E
	Programme Administration experience.	D
	Experience working with external partners and/or experience supporting student exchange programmes.	D
	Experience using student records systems (e.g. SITS).	D
Communication	Ability to confidently present to groups of people.	E
	Ability to communicate information clearly and accurately in both written and oral formats.	E
	Ability to tailor communication to a range of stakeholders and communicate confidently and effectively at all levels.	E
Teamwork and motivation	Line management experience.	E
	Ability to plan and organise the work of a team.	E
	Experience motivating a team to deliver excellent results.	E
	Experience managing complex relationships and influencing decisions or colleagues outside of the direct team.	E



Service Delivery	Ability to define and deliver excellent student experience.	E
	Ability and willingness to actively seek feedback and proactively develop activities to improve service.	E
	Experience of providing pastoral care to students sensitively and compassionately.	D
Planning and organising resources	Experience of medium and long term planning.	E
	Ability to set and work to deadlines and prioritise tasks, considering all relevant factors.	E
	Experience of managing budgets, payments and expenses.	D
Initiative and problem solving	Proactive in identifying potential issues or risks, implementing preventative measures wherever possible.	E
	Ability to use initiative to solve problems and address the concerns of staff and students with flexibility, timeliness and sensitivity.	E
	Ability to recognise when problems should be referred or shared.	E
Liaison and Networking	Proven ability to participate in networks both internally and externally.	E
	Experience of maintaining and developing relationships with teams outside direct working environment, external bodies or contacts.	E
	Ability to act as an ambassador and an interface between teams and individuals.	E
	An awareness of the implications of decisions on a wider group of people or processes.	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.