



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: PhD Programmes Manager

Department: International Development

Accountable to: Deputy Department Manager

Competency	Criteria	E/D
Knowledge and Experience	Experience of working in an administrative role, preferably in Higher Education	E
	Educated to a degree level (or equivalent)	E
	Excellent Microsoft Office experience	E
	Experience of managing postgraduate programmes	E
	Experience in records management	E
	Experience of budget management	D
Communication	Excellent verbal and written skills and ability to communicate effectively and confidentially with staff and graduate students at all levels	E
	Ability to understand and convey information in a clear and accurate manner both in person and by telephone	E
	Experience of committee servicing	D
Liaison and Networking	Ability to work effectively with people from different backgrounds	E
	Evidence of ability to participate in networks within the workplace and externally	D
Planning and Organising Resources	Experience of planning and organising own workload	E
	Ability to maintain records effectively electronically and on paper	E



Service Delivery	Experience of day-to-day office administration	E
	Ability to provide a high standard of service and information accurately and promptly to internal and external stakeholders	E
Teamwork and Motivation	Ability to work with limited supervision and to use own initiative	E
Initiative & Problem Solving	Ability to solve day to day problems as they arrive	E
	Ability to recognise when a problem should be referred to others	E
Decision Making	Ability to prioritise and manage a high volume of work in order to meet deadlines	E
	Making prompt decisions in response to student queries and requests with awareness of, and consideration for, the potential consequences of these decisions	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.