



## 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

**Department/Division:** Teaching Quality Assurance and Review Office (TQARO) / Academic Registrar's Division (ARD)  
**Accountable to:** Head of TQARO

Competency	Criteria	E/D
<b>Knowledge and Experience</b>	Educated to degree level or equivalent experience.	E
	Significant relevant experience of working in Higher Education administration or, alternatively, working in a relevant enhancement project related environment.	E
	Experience of quality assurance processes in Higher Education	D
	Experience of working with complex student record systems.	D
	Knowledge of the SITS student record system.	D
	Experience of working with curriculum management systems.	D
	Experience of working with Salesforce (or similar CRM).	D
	Experience of staff management.	D
	Experience of budget and resource management.	D
	Experience of leading working groups and meetings.	D
	Experience of servicing committees.	D
	Excellent IT skills – Microsoft Office, PowerPoint, Access, Word, Excel, Outlook.	E
<b>Communication</b>	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



	<p>Ability to write reports and provide management information.</p> <p>Evidence of preparing and producing material for publication via a variety of media e.g. hardcopy student materials and webpages.</p> <p>Ability to communicate sensitively and effectively with students, staff and other service stakeholders in order to constructively resolve and learn from issues.</p>	<p>E</p> <p>E</p> <p>E</p>
<b>Teamwork and Motivation</b>	<p>Ability to manage and lead a team, providing direction and support, and to develop and motivate staff.</p> <p>Ability to co-ordinate work and share information across multiple teams when required</p> <p>Ability to undertake recruitment of both permanent and temporary staff.</p>	<p>E</p> <p>E</p> <p>D</p>
<b>Planning and Organising Resources</b>	<p>Ability to effectively plan and prioritise own varied and demanding workload and that of the team.</p> <p>Ability to plan and manage projects and events, ensuring the effective use of all associated resources.</p> <p>Ability to work to deadlines and prioritise multiple tasks whilst maintaining attention to detail.</p> <p>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.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
<b>Initiative and Problem Solving</b>	<p>Ability to use initiative and judgement to solve day to day issues and potentially complex problems with flexibility, timeliness and sensitivity.</p> <p>Ability and confidence to make constructive recommendations to senior management staff within ARD and the wider School.</p> <p>Ability to apply analytical and problem-solving skills with consideration for the wider Divisional and institutional context.</p>	<p>E</p> <p>E</p> <p>E</p>
<b>Service Delivery</b>	<p>Ability to analyse large amounts of data, quickly identify service requirements, and to meet them effectively.</p> <p>Ability to develop specialist knowledge of processes and IT systems, and to provide related development support and training to team members and relevant colleagues.</p> <p>To encourage and develop a culture of process review and continuous improvement regarding service delivery, conveying the necessity for high standards to staff and maintaining a positive,</p>	<p>E</p> <p>E</p> <p>E</p>



	enthusiastic, 'can do' attitude at all times.	
<b>Liaison and Networking</b>	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.**