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: Programme Manager

Department/Division: Summer School, International & Executive Programmes
Accountable to: Head of Executive Education (Custom programmes)

Competency	Criteria	E/D
Knowledge and experience	• Experience of programme or project management in a commercial or HE setting. • Experience of providing excellent customer service. • Experience of working with people from different nationalities and cultures. • Experience of effective partnership working with senior academics • Experience of working with executives or a similar audience. • Educated to degree level or equivalent. • Excellent knowledge of Microsoft Outlook and Office (Word, Excel and PowerPoint).	E E D D E D E
Liaison and networking	• Performance and target driven. • Ability to liaise effectively with internal and external clients. • Ability to maintain trust, confidentiality and discretion. • Ability to initiate and build internal networks.	E E E E
Communication	• Excellent interpersonal and communication skills, with the ability to adapt their approach to fit the audience. • Confidence in communicating with senior-level executives and academic faculty. • Ability to communicate effectively in writing and verbally.	E E E
Teamwork and motivation	• Dedicated team player with the desire to grow within an organisation. • Highly professional, flexible and committed to going above and beyond the remit of the role to achieve and	E E

	exceed targets. • Tenacious and self-motivated approach to work. • Ability to plan and organise own workload and consistently meet deadlines. • Ability to manage problems with sensitivity and tact, recognising when escalation is required.	 E E E
Service delivery	• Ability to effectively manage conflicting demands and expectations. • Excellent organisational skills and the ability to develop efficient and effective procedures and practices for the management of the programme. • Ensure systematic processes are in place. • A focus on the continued improvement of the programmes, with the ability to proactively identify areas for development.	E E E E
Other	• Occasional work outside of regular hours. • Occasional international travel.	E 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.