



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: Postgraduate Programmes Delivery Manager

Department: Psychological and Behavioural Science (PBS)

Accountable to: Department Manager

Competency	Criteria	E/D
Knowledge and experience	Evidence of a highly proactive approach to providing a professional student-centred administrative support service at each stage of the student lifecycle.	E
	Understanding of student engagement and satisfaction	E
	Excellent IT skills, including knowledge of email, database SITS, word processing, with advance knowledge of excel and web browsers, with a willingness to learn about and use of contemporary technologies.	E
	Experience using Moodle assessed essay submission and plagiarism detection via Turnitin.	E
	Educated to degree level.	E
	Previous experience administering undergraduate, postgraduate or Executive programmes.	E
	Evidence of ability to interpret and communicate complex matters clearly, both verbally and in writing, to a wide audience e.g. academic regulations.	E
Communication	Experience presenting to groups of people	E
	Excellent verbal and written skills including grammatical accuracy and the ability to adapt content and style to a specific audience.	E
	Ability to tailor communication to a range of stakeholders and communicate confidently and effectively at all levels.	E
	Ability to develop effective communication and marketing strategies.	E
	Ability to deal with a wide range of people in an appropriate and tactful manner.	E



	Ability to understand complex information and convey information in a clear and accurate and concise manner	E
Teamwork and motivation	Line management experience and coaching	E
	Ability to plan and organise the work with a team.	E
	Experience motivating peers to deliver excellent results.	E
	Experience managing complex relationships and influencing decisions or colleagues outside of the direct team.	E
	Proven ability to maintain a consistently positive attitude towards colleagues and to make an outstanding constructive contribution to the team and Department.	E
	Ability to constructively participate in team meetings, one-to-one meetings and wider departmental meetings.	E
	Evidence of a proactive and positive attitude towards colleagues and to make an outstanding contributions to the team, department and to LSE	E
Service Delivery	Able to define and deliver outstanding student engagement and experience activities.	E
	Actively seeks feedback and proactively develop activities to improve services.	E
	Experience of providing pastoral care to students sensitively and compassionately.	E
	Proven commitment to an ethos of continuous improvements Ability to develop and manage effective administrative systems and process.	E
	Ability to provide a high standard of service and to provide information accurately and promptly to internal and external customers	E
Planning and organising resources	Experience of medium and long term planning.	E
	Experience of managing budgets, payments and expenses.	D
	Experience of organising large and complex events.	E
	Ability to set and work to deadlines and prioritise tasks, considering all relevant factors.	E
	Ability to work effectively with minimum supervision.	E



	Experience of recruiting, training and supervising staff.	E
Initiative and problem solving /Decision Making	Proactive in identifying issues or risks and seeking a solution.	E
	Proactive in seeking opportunities for improvement and initiating actions or projects in response.	E
	Ability to recognise when problems should be referred or shared.	E
	Ability to deal with and resolve complex, unprecedented problems.	E
	Ability respond to both internal and external enquiries in an appropriate and confident manner.	E
	Ability to make decisions, exercise initiative and problem solve effectively within a wide framework.	E
Liaison and networking	The 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 interface between teams and individuals.	E
	An awareness of the implications of decisions on a wider group of people or processes.	E
	Ability to act as a key authoritative interface between the Department and a wide range of academic and professional services staff across the school	E
	Ability to identify and develop internal and external networks to further improve service delivery and for the wider benefit of the department.	E
Analysis and Research	Ability to identify areas of postgraduate-related activity which would benefit from thorough review and analysis.	E
	Experience of carrying out ad-hoc projects.	E
Pastoral care and welfare	Ability to provide relevant advice in an appropriate manner and format to a variety of audiences.	E
	Ability maintain effective local networks and a knowledge of wider service provision	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.