



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: Programmes Manager

Department/Division: Department of Government
Accountable to: Deputy Department Manager

Competency	Criteria	E/D
Knowledge and Experience	• Substantial and relevant previous administrative experience in a Higher Education environment	E
	• Excellent IT skills across the range of Microsoft Office applications, in particular use of Excel to analyse and manipulate data	E
	• Experience of supporting teaching programmes and working with academic staff	E
	• Line management experience	D
	• Educated to degree level, or equivalent	D
	• Experience of change management	D
Communication	• Excellent verbal and written skills and the ability to communicate effectively and confidently to a variety of audiences.	E
	• Ability to understand and convey complex information in a clear and accurate manner, in writing, in person and by telephone.	E
	• Ability to deal with a large amount of correspondence and identify issues that are of particular relevance	E
	• Experience of writing reports and summarising appropriate information for consideration by senior colleagues	D
Teamwork and Motivation / Team Development	• Ability lead a team proactively, giving appropriate direction and motivation, and to lead by example	E



	<ul style="list-style-type: none"> • Ability to constructively participate in team meetings, one-to-one meetings and wider departmental meetings • Ability to maintain a positive, enthusiastic, 'can do' attitude at all times and to make an outstanding constructive contribution to the team and Department 	E
Liaison and Networking	<ul style="list-style-type: none"> • Proven ability to develop and participate in networks both internally and externally. • Experience of maintaining and developing strong working relationships with internal and external stakeholders. 	E
Service Delivery	<ul style="list-style-type: none"> • Proven commitment and ability to provide a consistently high standard of service to internal and external customers, proactively gathering and responding to feedback from key stakeholders. • Ability to define and deliver excellent student experience. • Ability to proactively assess, develop and improve existing processes and frameworks. • Proven accuracy and attention to detail. 	E
Planning and Organising Resources	<ul style="list-style-type: none"> • Experience of medium and long term planning. • Ability to plan and prioritise a varied workload to ensure that team and individual objectives are met. • Ability to work effectively with limited supervision, and to prioritise work and to meet deadlines. 	E
Initiative and Problem Solving	<ul style="list-style-type: none"> • Ability to make autonomous decisions, taking appropriate information into account and consulting as necessary • Proactive in identifying issues or risks, and taking appropriate action/implementing preventative measures, wherever possible. • Ability to recognise when a problem should be referred. • Ability to contribute to decision-making within the wider department 	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.