



## 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, Executive MSc Social Business**

**Department/Division: The Marshall Institute/Department of Management**  
**Accountable to: Marshall Institute Manager**

Competency	Criteria	E/D
<b>Knowledge and Experience</b>	Significant experience of working as a programme manager/programme administrator	D
	Experience in researching and developing contacts and negotiating with organisations at manager level	E
	Proven managerial skills in project management and/or line management	E
	Excellent IT skills- Microsoft Office including Word, Excel, Outlook, PowerPoint	E
	Educated to degree level (or equivalent)	E
	Experience in organising conferences or events	E
	Previous experience of working in Higher Education	E
	Experience in executive education	D
	Proven financial/budgetary experience	D
	Experience of operating within a corporate relations, marketing, or business development capacity, or knowledge of these areas	E
<b>Communication</b>	Experience in communicating effectively with internal and external users at all levels, both verbally and in writing	E
	Ability to convey and present complex information in a meaningful and appropriate manner to a wide range of audiences – prospective applicants, corporate sponsors,	E



	<p>students, faculty and alumni</p> <p>Ability to communicate with people in a professional and diplomatic manner</p> <p>Experience of servicing committees/ writing reports</p> <p>Experience of giving presentations</p>	<p>E</p> <p>E</p> <p>D</p>
<b>Liaison and Networking</b>	<p>Ability to promote the programme through effective networking skills internationally and in the private and public sectors</p> <p>Ability to liaise with internal and external contacts to further the aims of the programme and the Centre</p>	<p>E</p> <p>E</p>
<b>Teamwork and Motivation</b>	<p>Ability to function effectively in a team with other members of the Institute/Department's administrative and academic staff</p> <p>Evidence of motivation and ability to work independently without direct supervision</p> <p>Experience of line management and team development</p>	<p>E</p> <p>E</p> <p>D</p>
<b>Planning and Organising</b>	<p>Ability to make autonomous decisions within an agreed framework</p> <p>Ability to manage a varied workload, and coordinate a range of tasks and activities, and to prioritise a range of tasks effectively to consistently meet deadlines</p>	<p>E</p> <p>E</p>
<b>Service Delivery</b>	<p>Proven experience of delivering excellent customer service</p> <p>Ability to provide a prompt and efficient service to both internal and external users</p> <p>An ability to work flexibly, and work effectively to consistently meet deadlines</p>	<p>E</p> <p>E</p> <p>E</p>
<b>Problem Solving and Initiative</b>	<p>Ability to use initiative and creativity addressing difficult situations and to present appropriate solutions</p> <p>Ability to adopt a proactive approach and use own initiative by suggesting new mechanisms to develop the programme</p> <p>Ability to recognize when a problem should be referred</p>	<p>E</p> <p>E</p> <p>E</p>



	Experience of providing input to aid the decisions of senior members of staff	E
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E – Essential: requirements without which the job could not be done.  
D – Desirable: requirements that would enable the candidate to perform the job well.