



## 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: MSc Programme Manager - Sociology**

**Department/Division: Sociology**

**Accountable to: Department Manager**

Criteria	Evidence	E/D
<b>Knowledge and experience:</b>	<ul style="list-style-type: none"> <li>• Educated to degree level (or equivalent).</li> <li>• Previous experience of working in a higher education environment.</li> <li>• Experience of providing excellent customer service in a front facing role.</li> <li>• Excellent IT skills – Microsoft Office including Word, Excel and Outlook.</li> <li>• Experience of using SITS or similar databases.</li> <li>• Experience of servicing meetings and minute taking.</li> <li>• Experience of researching and developing best practice methods.</li> <li>• Experience of using Moodle or similar e-learning technology.</li> </ul>	E E E E E D D D
<b>Communication:</b>	<ul style="list-style-type: none"> <li>• Excellent written and spoken communication skills, including the ability to produce clear and accurate correspondence, documentation, and reports.</li> <li>• Experience of drafting, explaining and proof-reading complex queries or guidelines.</li> <li>• Evidence of a professional, diplomatic and assertive communication style.</li> <li>• Ability to deal with delicate situations or with demanding people in an appropriate and professional manner.</li> </ul>	E E E E
<b>Liaison and Networking:</b>	<ul style="list-style-type: none"> <li>• Ability to build and maintain working relationships with students, academics and support staff.</li> <li>• Ability to liaise effectively and proactively with personnel across the School and other institutions.</li> </ul>	E E
<b>Service Delivery:</b>	<ul style="list-style-type: none"> <li>• Demonstrable customer focused attitude including evidence of responding to simple and more complex enquiries.</li> <li>• Evidence of prioritising and co-ordinating workload, ensuring effective service delivery standards are maintained.</li> <li>• Experience of working within best practice, policies and guidelines.</li> <li>• Knowledge of service level definitions and evidence of effective monitoring of service standards.</li> </ul>	E E D D
<b>Decision Making</b>	<ul style="list-style-type: none"> <li>• Ability to show initiative and innovation whilst working within guidelines.</li> <li>• Ability to assess and review information, knowing when to refer on.</li> </ul>	E E
<b>Planning and Organising Resources:</b>	<ul style="list-style-type: none"> <li>• Ability to prioritise, plan and organise multiple tasks with competing priorities and allocate resources appropriately, often under pressure.</li> <li>• Ability to plan and organise own workload and using initiative with limited supervision.</li> <li>• Ability to manage long and short term projects, alongside day to day workload.</li> </ul>	E E E
<b>Initiative and Problem Solving:</b>	<ul style="list-style-type: none"> <li>• Ability to exercise initiative in selecting a course of action from available options.</li> </ul>	E



	<ul style="list-style-type: none"><li>• Flexibility, ability and willingness to adapt to changing circumstances and demands.</li></ul>	E
<b>Pastoral Care and Welfare</b>	<ul style="list-style-type: none"><li>• Ability to support students who may have personal or academic concerns and to give guidance on welfare issues, using standard guidelines.</li></ul>	E
	<ul style="list-style-type: none"><li>• To identify the relevant decision-making authority with regard to matters exceeding realm of competence.</li></ul>	E
<b>Teamwork and Motivation:</b>	<ul style="list-style-type: none"><li>• Ability to secure co-operation from academic staff in meeting deadlines and agreed standards of quality.</li></ul>	E
	<ul style="list-style-type: none"><li>• Ability to be self-motivated and use own initiative.</li></ul>	E
	<ul style="list-style-type: none"><li>• Willing to be flexible and proactive.</li></ul>	E
	<ul style="list-style-type: none"><li>• Evidence of leading and managing projects to successful completion.</li></ul>	D

**E – Essential:** Requirements without which the job could not be done.

**D – Desirable:** Requirements that would enable the candidate to perform the job well.