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 Manager

Department/Division: Department of Health Policy   **Accountable to:** Department Manager

Competency & Criteria	E/D
Knowledge and Experience	
• Educated to degree level or equivalent; or significant relevant work experience	E
• Excellent IT skills across the range of Microsoft Office applications	E
• Relevant experience of working in higher education, with programme administration experience	E
• Experience of effectively managing budgets, including monitoring, planning and forecasting.	D
Communication	
• Excellent oral and written communication skills including grammatical accuracy and the ability to adapt content and style to a specific audience	E
• Ability to :	
o Deal with a wide range of people in an appropriate and tactful manner	E
o Convey complex information in a clear and concise manner	E
o Write reports for consideration by senior colleagues and external organisations	E
o Develop effective communication and marketing strategies	D
Teamwork and Motivation	
• Ability to:	
o Work as part of a team of academic and professional services staff, as well as on own initiative	E
o Contribute to, and motivate, the wider team, and to lead by example	E
o Constructively participate in team meetings, one-to-one meetings and wider departmental meetings	E
Planning and Organising Resources	
• Excellent time-management skills, with the ability to organise a busy and demanding workload	E

• Ability to:
  o Work effectively with limited supervision
  o Prioritise work and to meet deadlines
  o Organise social and academic events
	E
	E
	E

Initiative and Problem Solving

• Ability to:
  o Deal with and resolve complex, unprecedented problems
  o Respond to both internal and external enquiries in an appropriate and confident manner
  o Recognise when to seek advice on issues of particular concern
	E
	E
	
	E

Liaison and Networking

• Ability to:
  o Act as a key authoritative interface between the Department and a wide range of academic and administrative staff across the School
  o Identify and develop links with external organisations to further improve both service delivery and the profile of the programmes
  o Liaise effectively with students and teachers, especially those who are off-site.
	E
	
	E
	
	E

Service Delivery

• Outstanding attention to detail
• Proven commitment to an ethos of continuous improvement
• Ability to:
  o Provide outstanding service to students and colleagues at all times
  o Develop and manage effective administrative systems and processes
	E
	E
	
	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.