



## 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: Head of Programme Delivery**

**Department/Division: Department of Management**  
**Accountable to: Department Manager, Strategic Planning and Development**

Competency	Criteria	E/D
<b>Knowledge and Experience</b>	Substantial and relevant previous administrative experience in a Higher Education environment	E
	Demonstrable staff management experience	E
	Experience of financial management	E
	An excellent working knowledge of Microsoft packages, including Word, PowerPoint, Outlook, Excel and the web	E
	A good first degree	D
	Experience of overseeing the management of programme delivery	E
	Experience of working with academic staff	E
<b>Communication</b>	Ability to explain complex information in a readily understandable way	E
	Excellent written and oral communication skills	E
	Experience of tailoring communication to suit a wide range of audiences, in order to ensure effective communication with people at all levels within the School	E
	Ability to deal with a large amount of correspondence and identify issues that are of particular relevance to the Department	E
<b>Planning and Organising Resources</b>	Ability to lead, be responsible for and organise the provision of support services to the Department	E
	Ability to coordinate and take responsibility for the administrative work of the Department	E
	Experience of managing physical, financial and human resources	E



	Experience of medium and long term planning	D
<b>Team Work and Motivation</b>	Ability to make autonomous decisions regarding own responsibilities and those of the immediate team, taking appropriate information into account and consulting as necessary	E
	Ability to contribute to decision-making within the wider department	E
	Ability to provide authoritative advice and input to others	E
	Proven ability to develop options and make decisions affecting the Department as a whole, taking appropriate information into account and consulting as necessary	E
<b>Initiative and Problem Solving</b>	The ability to resolve problems when an immediate solution is not apparent	E
	The ability to deal with complex problems that could have significant repercussions	E
<b>Service Delivery</b>	A proactive approach to dealing with customer needs, in order that continuous improvement is made in relation to the service received by students, academic staff and other internal and external contacts	E
	Ability to set and maintain standards for departmental support services	E
<b>Liaison and Networking</b>	Experience of initiating, building and leading internal networks, in order to maintain relationships over time and establish new communication channels	E
	The proven ability to participate in networks both internally and externally	E
	Ability to act as interface between the Department and the wide range of academic, research and administrative staff across the School	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.**