# 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: Manager, Financial Support Ref no.:**

**Department/Division: Financial Support Office/ Accountable to: Director of Recruitment & Academic Registrar’s Division Admissions**

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| **Competency** | **Criteria** | E/D |
| **1 Knowledge and Experience** | * Educated to degree level or equivalent * Significant experience of leading and delivering financial support in Higher Education * Significant experience of leading and managing staff * Excellent IT skills (Word, email, databases, spreadsheets, etc) * Experience of using systems/databases to store, manipulate and retrieve data * Experience of developing, implementing and monitoring strategic plans * Excellent financial management skills and experience of managing multiple budgets * Understanding of national student funding issues * Experience fundraising or charity work * Awareness of legal and regulatory frameworks affecting student finance | E  E  E  E  E  E  E  E  D  D |
| **2 Communication** | * Excellent oral and written communication skills, including the ability to convey complex information in an appropriate manner and format * Ability to write detailed reports accurately and clearly * Experience of producing promotional copy for online, print or social media | E  E  E |
| **3 Liaison and Networking** | * Proven ability to initiate, build and maintain strong internal and external networks * Proven ability to influence and negotiate with colleagues, including at a senior level * Proven ability to establish positive working relationships with colleagues across academic departments and professional services | E  E  E |
| **4 Teamwork and Motivation** | * Proven ability to provide leadership, direction and motivation for a team * Ability to operate effectively as a team member * Self-motivated and able to work effectively without supervision | E  E  E |
| **5 Initiative and problem solving** | * Ability to think creatively to find solutions to political, policy, process or procedural challenges | E |
| **6 Service Delivery** | * Ability to set and deliver high service standards * Ability to work within policies, guidelines and procedures * Respect for confidentiality, including the integrity and sensitivity of records | E  E  E |
| **7 Planning and Organisation** | * Proven ability to plan complex project schedules and resource allocation over several academic cycles * Proven ability to work to tight external and internal deadlines * Ability to work well under pressure with good personal organisation and time management | E  E  E |
| **8 Investigation, analysis and research** | * Ability to collate and analyse quantitative data from complex and varied sources for evaluation purposes | E |
| **9 Other** | * Flexibility to work outside normal working hours from time to time | 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.**