# 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
 | EEEEEEEEDD |
| **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
 | EEE |
| **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
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| **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
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| **5 Initiative and problem solving** | * Ability to think creatively to find solutions to political, policy, process or procedural challenges
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| **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
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| **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
 | EEE |
| **8 Investigation, analysis and research** | * Ability to collate and analyse quantitative data from complex and varied sources for evaluation purposes
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| **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.**