



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 Business Improvement Unit

Department/Division: Business Improvement Unit Accountable to: Chief Operating Officer

Competency	Criteria	E/D
Communication	Proven ability to convey complex information to non-specialist in an accessible way	E
	Proven track record of producing high quality strategic-level documentation	E
	Ability to effectively communicate and engage with colleagues at all levels of seniority	E
	Excellent presentation and writing style	E
	Proven ability to use communication tools to deliver culture and organisational change	D
Teamwork and motivation	Proven ability to recruit and provide leadership, direction and motivation to the immediate team	E
	Proven ability to lead, motivate and direct stakeholders	D
Liaison and networking	Proven ability to build and maintain internal and external reputation of the Unit and the School	E
	Ability to build, expand and integrate collaboration networks	E
	Proven ability to advise senior leadership	E
Planning and organising resources	Ability to plan and lead on the work of the team according to the set strategic plan	E
	Experience of managing teams and budgets	E



<i>Knowledge and Experience</i>	Proven experience of managing change at a senior level in complex organisations	E
	Experience in delivering strategic change	E
	Expert knowledge of change and project management	E
	Experience in shaping and embedding new processes and systems	E
	Ability to actively promote the services of BIU to others internally and externally	E
	Experience of working in Higher Education	D
	Proven ability to develop and embed overall service standards for a business improvement/change management function	D
<i>Initiative and problem solving</i>	Proven ability to deal with complex decisions affecting the immediate team and the whole organisation	E
	Proven ability to maintain agile approach to problem solving	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.