



## 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:** School of Public Policy

**Accountable to:** Department Manager

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
	A good first degree	D
	Experience of supporting teaching programmes preferably at the postgraduate level	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 and tailoring communications to suit a range of audiences	E
	Ability to deal with a large amount of correspondence and identify issues that are of particular relevance	E
<b>Planning and Organising Resources</b>	Ability to organise support services across a team	E
	Experience of managing financial and human resources to meet objectives	E
	Experience of medium and long term planning	D



<b>Team Work and Motivation</b>	Ability to lead a team proactively, giving appropriate direction and motivation	E
	Experience of setting objectives and reviewing performance or dealing with performance-related issues	E
<b>Decision-making</b>	Ability to make autonomous decisions, taking appropriate information into account and consulting as necessary	E
	Ability to take decisions where information is incomplete and/or ambiguous	E
	Ability to solve problems where an immediate solution is not apparent	D
	Ability to deal with complex problems that could have significant repercussions	E
	Ability to contribute to decision-making within the wider department	D
<b>Service delivery</b>	A proactive approach to dealing with customer needs to ensure continuous improvement in service delivery	E
<b>Liaison and networking</b>	Experience of initiating, building and leading networks	E
	Ability to act as an interface between the Department and the wide range of academic and professional staff across LSE.	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.**