



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: Undergraduate Programme Manager

Department: Psychological and Behavioural Science (PBS)

Accountable to: Department Manager

Competency	Criteria	E/D
Knowledge and experience	Evidence of a highly proactive approach to providing a professional student-centred administrative support service at each stage of the student lifecycle.	E
	Previous knowledge and experience of an accreditation process for an education establishment	D
	Excellent IT skills, including knowledge of email, database SITS, word processing, with advance knowledge of excel and web browsers, with a willingness to learn about and use of contemporary technologies.	E
	Experience using Moodle assessed essay submission and plagiarism detection via Turnitin.	E
	Educated to degree level.	E
	Previous experience administering undergraduate or postgraduate programmes.	E
	Evidence of ability to interpret and communicate complex matters clearly, both verbally and in writing, to a wide audience e.g. academic regulations.	E
Communication	Experience presenting to groups of people	E
	Ability to present information clearly and accurately in both written and oral formats.	E
	Ability to tailor communication to a range of stakeholders and communicate confidently and effectively at all levels.	E
	Ability to develop effective communication and marketing strategies.	E
	Ability to deal with a wide range of people in an appropriate and	E



	tactful manner.	
Teamwork and motivation	Line management experience.	D
	Ability to plan and organise the work with a team.	E
	Experience motivating peers to deliver excellent results.	E
	Experience managing complex relationships and influencing decisions or colleagues outside of the direct team.	E
	Experience in Coaching.	D
	Proven ability to maintain a consistently positive attitude towards colleagues and to make an outstanding constructive contribution to the team and Department.	E
	Ability to constructively participate in team meetings, one-to-one meetings and wider departmental meetings.	E
Service Delivery	Ability to work as part of a team of academic and professional services staff, as well as on own initiative.	E
	Able to define and deliver outstanding student experience.	E
	Actively seeks feedback and proactively develop activities to improve services.	E
	Experience of providing pastoral care to students sensitively and compassionately.	E
Planning and organising resources	Develop and manage effective administrative systems and processes.	E
	Experience of medium and long term planning.	E
	Experience of managing budgets, payments and expenses.	D
	Experience of organising large and complex events.	E
	Ability to set and work to deadlines and prioritise tasks, considering all relevant factors.	E
	Ability to work effectively with minimum supervision.	E
Initiative and problem solving /Decision Making	Experience of recruiting, training and supervising staff.	E
	Proactive in identifying issues or risks and seeking a solution.	E
	Proactive in seeking opportunities for improvement and initiating actions or projects in response.	E
	Ability to recognise when problems should be referred or shared.	E
	Ability to deal with and resolve complex, unprecedented problems.	E



	Ability respond to both internal and external enquiries in an appropriate and confident manner.	E
	Ability to make decisions, exercise initiative and problem solve effectively within a wide framework.	E
Liaison and networking	The proven ability to participate in networks both internally and externally.	E
	Experience of maintaining and developing relationships with teams outside direct working environment, external bodies or contacts.	E
	Ability to act as an interface between teams and individuals.	E
	An awareness of the implications of decisions on a wider group of people or processes.	E
Analysis and Research	Ability to identify areas of undergraduate-related activity which would benefit from thorough review and analysis.	E
	Appropriately carry out such research and present findings.	E
	Ability to rapidly gain understanding of accreditation bodies and assessment requirements.	E
	Experience of carrying out projects.	D
Pastoral care and welfare	Ability to provide relevant advice in an appropriate manner and format to a variety of audiences.	E
	Ability maintain effective local networks and a knowledge of wider service provision	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.