



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: Department of Management

Criteria	Evidence	E/D
1. Knowledge and Experience	Substantial and relevant previous administrative experience in a Higher Education environment	E
	Demonstrable staff management experience	E
	Experience of financial management	E
	An excellent working knowledge of Microsoft packages, including Word, PowerPoint, Outlook, Excel and the web	E
	A good first degree	D
	Experience of overseeing the management of programme delivery	E
	Experience of working with academic staff	E
2. Communication	Ability to explain complex information in a readily understandable way	E
	Excellent written and oral communication skills	E
	Experience of tailoring communication to suit a wide range of audiences, in order to ensure effective communication with people at all levels within the School	E
	Ability to deal with a large amount of correspondence and identify issues that are of particular relevance to the Department	E
3. Planning and Organising Resources	Ability to lead, be responsible for and organise the provision of support services to the Department	E
	Ability to coordinate and take responsibility for the administrative work of the Department	E
	Experience of managing physical, financial and human resources	E



	Experience of medium and long term planning	D
4. Team Work and Motivation	Ability to proactively manage and provide leadership, direction and motivation to a team	E
	Ability to work as part of a team as well as on own initiative	E
	Experience of delegating effectively within a team and agreeing clear objectives with those in the team	E
	Experience of setting objectives, conducting performance development reviews and dealing promptly with any performance-related issues	E
	Ability to explain Departmental procedures and applications to colleagues and members of the administrative team	E
5. Decision Making	Ability to make autonomous decisions regarding own responsibilities and those of the immediate team, taking appropriate information into account and consulting as necessary	E
	Ability to contribute to decision-making within the wider department	E
	Ability to provide authoritative advice and input to others	E
	Proven ability to develop options and make decisions affecting the Department as a whole, taking appropriate information into account and consulting as necessary	E
6. Initiative and Problem Solving	Proven problem-solving skills, including:	E
	<ul style="list-style-type: none"> i) the ability to resolve problems when an immediate solution is not apparent; and ii) the ability to deal with complex problems that could have significant repercussions 	E
7. Service Delivery	A proactive approach to dealing with customer needs, in order that continuous improvement is made in relation to the service received by students, academic staff and other internal and external contacts	E
	Ability to set and maintain standards for departmental support services	E
8. Liaison and Networking	Experience of initiating, building and leading internal networks, in order to maintain relationships over time and establish new communication channels	E
	The proven ability to participate in networks both internally and externally	E
	Ability to act as interface between the Department and the wide range of academic, research and administrative staff across the School	E



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E – Essential: Requirements without which the job could not be done.

D – Desirable: Requirements that would enable the candidate to perform the job well.