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: MSc Programmes Manager

Department/Division: Statistics   **Accountable to:** Department Manager

Competency	Criteria	E/D
Knowledge and Experience	• Educated to degree standard or higher, or equivalent through experience. • Experience of programme administration and advising/working with students. • Excellent IT skills including applied knowledge of Microsoft Office, including Excel, Word and Outlook and web-editing. • Experience of supervising the work of others	E E E D
Communication	• Excellent and clear verbal communication skills. • Excellent written communication skills with the ability to convey complex information in an accessible form to a wide range of stakeholders. • Experience of developing communications and documentation aimed at students. • Ability to deal calmly and professionally with complex and sensitive matters or with students who may be in distress.	E E E E
Planning and Organising Resources	• Evidence of ability to plan and prioritise own workload and the workload of others. • Proven ability to work under pressure to meet deadlines • Evidence of the ability to work on projects concurrently without loss of attention to detail or accuracy. • Ability to determine when it is appropriate to change workload priorities.	E E E E
Teamwork and Motivation	• Experience of having participated in and contributed actively to a team. • Evidence of ability to motivate and encourage others in the team. • Evidence of ability to work autonomously with minimal supervision. • Experience of delegating within a team and agreeing objectives.	E E E E
Team Development	• Evidence of ability to develop other skills not necessarily included in the job description in order to support and cover	E

	the work of other members of the team to deliver a high standard of service at all times.	
	• Experience of induction of new colleagues and/or giving guidance or advice on specific aspects of work	E
Decision Making	• Ability to make autonomous decisions regarding own responsibilities and those of the immediate team	E
	• Evidence of the ability to make decisions affecting the MSc programmes as a whole, taking appropriate information into account and consulting where necessary	E
Liaison and Networking	• Evidence of the ability to develop effective relationships with academics, professional services staff, students and colleagues from other divisions and departments across the School.	E
	• Evidence of utilising networks to implement improvements in practice	D
Service Delivery	• Evidence of being able to use tact, diplomacy and discretion.	E
	• Evidence of a commitment to providing an excellent customer service.	E
	• A successful record of paying close attention to detail and maintaining confidentiality in an administrative capacity.	E
	• Evidence of the ability to use initiative to make suggestions about improvements to service delivery.	E
Initiative and Problem Solving	• Evidence of using initiative to solve day-to-day problems with limited reference to higher management.	E
	• Evidence of the ability to deal with complex problems that could have significant repercussions.	E
	• Ability to recognize when a problem should be escalated/referred to others.	E
Analysis and Research	• Experience of analysing and evaluating data to draw and present conclusions, e.g. student survey results	E
	• Demonstrable experience of designing and implementing improvements to services/processes.	E
Pastoral Care and Welfare	• Evidence of having provided supportive help and guidance to students and helped to resolve their problems, e.g. with problems concerning exam results	E
	• Awareness of support services available within LSE and nationally and demonstrable understanding of when it is appropriate to direct a student to those services	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.