



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: Deputy Department Manager (Teaching)

Department/Division: Sociology

Accountable to: Department Manager

Competency	Criteria	E/D
<u>Knowledge and Experience</u>	<ul style="list-style-type: none"> Educated to degree level or equivalent; or significant relevant work experience 	E
	<ul style="list-style-type: none"> Excellent IT skills across the range of Microsoft Office applications 	E
	<ul style="list-style-type: none"> Experience of working in higher education in a busy academic department 	E
	<ul style="list-style-type: none"> Experience of managing undergraduate and/or taught postgraduate programmes 	E
	<ul style="list-style-type: none"> Experience of researching and developing best practice methods. 	E
	<ul style="list-style-type: none"> Direct line manager experience, preferably in a HE environment 	D
	<ul style="list-style-type: none"> Experience of serving as a secretary to a committee. 	E
	<ul style="list-style-type: none"> Experience of using Moodle, SITS, LFY or similar technologies. 	E
<u>Communication</u>	<ul style="list-style-type: none"> Excellent written and spoken communication skills, including the ability to produce clear and accurate correspondence, documentation, and reports. 	E
	<ul style="list-style-type: none"> Experience of drafting, explaining and proof-reading complex queries or guidelines. 	E
	<ul style="list-style-type: none"> Evidence of a professional, diplomatic and assertive communication style. 	E
	<ul style="list-style-type: none"> Ability to deal with delicate situations or with demanding people in an appropriate and professional manner. 	E
	<ul style="list-style-type: none"> Experience in the semi-professional use of social media and web editing 	D
	<ul style="list-style-type: none"> Excellence in seeking out, collecting, collating and presenting information. 	E
	<ul style="list-style-type: none"> Ability to : 	



	<ul style="list-style-type: none"> ○ Exercise professional discretion when dealing with confidential information ○ Deal with a wide range of people in an appropriate and tactful manner ○ Convey complex information in a clear and concise manner ○ Write reports or recommendations for consideration by senior colleagues ○ Develop effective communication and marketing strategies 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>
<p><u>Teamwork and Motivation / Decision Making</u></p>	<ul style="list-style-type: none"> ● Experience of recruiting, training, developing and managing staff ● Ability to: <ul style="list-style-type: none"> ○ Work as part of a team of academic and professional services staff, as well as on own initiative ○ Contribute to, and motivate, the wider team, and to lead by example ○ Constructively participate in team meetings, one-to-one meetings and wider departmental meetings ● Proven ability to maintain a consistently positive attitude towards colleagues and to make an outstanding constructive contribution to the team and Department ● Ability to show initiative and innovation whilst working within guidelines. ● Ability to assess and review information, knowing when to refer on. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p><u>Initiative and Problem Solving</u></p>	<ul style="list-style-type: none"> ● Enthusiasm for, and experience of, developing and improving systems and processes ● Flexibility, ability and willingness to adapt to changing circumstances and demands. ● Proven ability to: <ul style="list-style-type: none"> ○ Deal with and resolve complex, unprecedented and unforeseen problems ○ Respond to internal and external enquiries in an appropriate and confident manner ○ Recognise when to seek advice on issues of particular concern ○ Keep excellent records and electronic information 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p><u>Liaison and Networking</u></p>	<ul style="list-style-type: none"> ● Proven ability to: <ul style="list-style-type: none"> ○ Act as a key authoritative interface between the Department and a wide range of academic and 	<p>E</p>



	<p>administrative staff across the School</p> <ul style="list-style-type: none"> ○ Identify and develop links with internal and external stakeholders to further improve service delivery and the profile of the programmes ○ To liaise effectively and proactively with personnel across the School and other institutions. 	<p>E</p> <p>E</p>
<p><u>Service Delivery</u></p>	<ul style="list-style-type: none"> • Demonstrable customer focused attitude including evidence of responding to complex enquiries. • Evidence of prioritising and co-ordinating a busy workload, ensuring effective service delivery standards are maintained. • Experience of working within best practice, policies and guidelines. • Knowledge of service level definitions and evidence of effective monitoring of service standards. • Outstanding attention to detail • Proven commitment to an ethos of continuous improvement • Proven ability to: <ul style="list-style-type: none"> ○ Provide outstanding service to students and colleagues at all times ○ Develop and manage effective administrative systems and processes 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>

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

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