



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 Finance Programme Manager	
Department: Finance	Accountable to: Department Manager

Criteria	Evidence	E/D
Knowledge and Experience	Relevant previous administrative experience in a Higher Education or Business School environment, with a particular focus on student experience.	E
	Educated to Bachelor's degree level (or equivalent)	E
	An excellent working knowledge of Microsoft packages, including Word, PowerPoint and Outlook, and an advanced level of Excel	E
	An awareness of the Financial Services Sector and an interest in management/business education	D
Communication	Excellent written and verbal communication skills including grammatical accuracy.	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 explain complex information in a readily understandable way to students.	E
	Ability to speak to an audience of premium fee Masters students both via formal presentation and in informal settings.	E
Planning and Organising Resources	Excellent time management skills, with the ability to organise a busy and demanding workload.	E
	Ability to prioritise tasks effectively to meet deadlines	E
	Experience of and ability to manage a varied workload, and coordinate a range of tasks and activities	E
	Ability to organise, plan, deliver and attend regular social and academic events to provide enhanced experience for MSc premium fee students and to facilitate networking and community building.	E



<p>Teamwork and Motivation</p>	<p>Ability and willingness to function effectively in a team with other members of the Department's administrative and academic staff, as well as work on own initiative.</p> <p>Experience of delegating effectively within a team and agreeing clear objectives with those in the team</p> <p>Contribute to, and motivate, the wider team, and lead by example.</p> <p>Willingness to be flexible and adaptable to the variable work needs of the Department</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p>Decision Making</p>	<p>Ability to make autonomous decisions regarding own responsibilities and those of the immediate team, taking appropriate information into account and consulting as necessary</p> <p>Ability to contribute to decision-making within the wider department</p> <p>Ability to provide authoritative advice and input to others</p> <p>Proven ability to develop options and make decisions affecting the Department as a whole, taking appropriate information into account and consulting as necessary</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p>Initiative and Problem Solving</p>	<p>Proven problem-solving skills, including:</p> <ul style="list-style-type: none"> i) the ability to use initiative to address issues ii) the ability to resolve problems when an immediate solution is not apparent iii) the ability to deal with complex problems that could have significant repercussions (iv) the ability to recognise when to seek advice on issues 	<p>E</p>
<p>Service Delivery</p>	<p>A proactive approach to dealing with customer needs, in order that continuous improvement is made in relation to the service received by students, applicants, academic staff and other internal and external contacts</p> <p>Ability to set and maintain standards for departmental support services</p> <p>Ability to provide high level support to premium fee MSc programmes and addressing high expectations from a demanding cohort.</p> <p>Willingness to work outside of regular office hours at busy times.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p>Liaison and Networking</p>	<p>Ability to act as a key authoritative interface between the Department and wide range of staff across the School.</p>	<p>E</p>



	Ability to initiate, build and lead internal networks, 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 liaise effectively with students and teachers.	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.