



## 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:** Student Experience Manager

**Department/Division:** Management

**Accountable to:** Head of Programme Delivery

Competency	Criteria	E/D
<b>Knowledge and experience</b>	Demonstrable experience of working in events management, or a similar field	E
	Advanced working knowledge of Microsoft packages	E
	Experience of working in a student-facing role, within a Higher Education environment	E
	Experience of planning, managing and delivering student events	D
	Experience of working with academic faculty	D
	Experience of project management	D
<b>Communication</b>	Ability to confidently present to groups of people	E
	Ability to communicate 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
	Proven experience as a creative communicator who considers all opportunities for engagement	E
<b>Teamwork and motivation</b>	Self-motivated with a proactive and positive attitude, as well as a pragmatic approach	E
	Proven ability to organise and coordinate the work of a team of people, demonstrating an ability to motivate with a clear vision of what is to be achieved	E
	Evidence of a positive, enthusiastic, creative approach, with the drive and tenacity to deliver new initiatives and improve existing practices with minimum supervision	E



	Willingness to support colleagues and work as part of a team	E
<b>Service Delivery</b>	Able to define and deliver an excellent student experience	E
	Ability and willingness to actively seek feedback and proactively develop activities to improve service	E
	Ability to proactively assess, develop and improve existing services	E
	Proven accuracy and attention to detail	E
<b>Initiative and problem solving</b>	Ability to use initiative to solve problems with flexibility, timeliness and sensitivity	E
	Ability to evaluate, from a number of options, the most appropriate course of action	E
	Ability to recognise when a problem should be referred	E
	Experience of developing new initiatives and using metrics to analyse engagement	E
<b>Planning and organising resources</b>	Excellent organisational, project and event management skills	E
	Proven ability to work effectively to deadlines and to prioritise workloads, utilising good organisational and time management skills to deliver on multiple activities simultaneously	E
	Proven experience of managing budgets	E
<b>Liaising and Networking</b>	Experience of building and developing networks with internal and external contacts	E
	The confidence to represent the Department as an ambassador to external and internal stakeholders with professionalism	E
	Ability to network with people from all backgrounds, ages and nationalities	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.**