



## 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: Undergraduate Programme Manager**

**Department/Division: Sociology**

**Accountable to: Service Delivery Manager**

Competency	Criteria	E/D
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>Educated to degree level (or equivalent), or relevant work experience.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Previous experience of working in a higher education environment.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience of academic programme administration.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience of providing excellent customer service in a front facing role.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Excellent IT skills – Microsoft Office including Word, Excel and Outlook.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience of using SITS or similar databases.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience of servicing meetings and minute taking.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience of researching and developing best practice methods.</li> </ul>	D
	<ul style="list-style-type: none"> <li>Experience of using Moodle or similar e-learning technology.</li> </ul>	D
<b>Communications</b>	<ul style="list-style-type: none"> <li>Excellent written and spoken communication skills, including the ability to produce clear and accurate correspondence, documentation, and reports.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience of drafting, explaining and proof-reading complex queries or guidelines.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Evidence of a professional, diplomatic and assertive communication style.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Ability to deal with delicate situations or with demanding people in an appropriate and professional manner</li> </ul>	E
<b>Liaison &amp; Networking</b>	<ul style="list-style-type: none"> <li>Ability to build and maintain working relationships with students, academics and support staff.</li> </ul>	E



	<ul style="list-style-type: none"> <li>Ability to liaise effectively and proactively with personnel across the School and other institutions.</li> </ul>	E
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>Demonstrable customer focused attitude including evidence of responding to simple and more complex enquiries.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Evidence of prioritising and co-ordinating workload, ensuring effective service delivery standards are maintained.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Experience of working within best practice, policies and guidelines.</li> </ul>	D
	<ul style="list-style-type: none"> <li>Knowledge of service level definitions and evidence of effective monitoring of service standards.</li> </ul>	D
<b>Decision Making</b>	<ul style="list-style-type: none"> <li>Ability to show initiative and innovation whilst working within guidelines.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Ability to assess and review information, knowing when to refer on.</li> </ul>	E
<b>Planning &amp; Organising Resources</b>	<ul style="list-style-type: none"> <li>Ability to prioritise, plan and organise multiple tasks with competing priorities and allocate resources appropriately, often under pressure.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Ability to plan and organise own workload and using initiative with limited supervision.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Ability to manage long and short-term projects, alongside day to day workload.</li> </ul>	E
<b>Initiative and Problem Solving</b>	<ul style="list-style-type: none"> <li>Ability to exercise initiative in selecting a course of action from available options.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Flexibility, ability and willingness to adapt to changing circumstances and demands.</li> </ul>	E
<b>Pastoral Care &amp; Welfare</b>	<ul style="list-style-type: none"> <li>Ability to support students who may have personal or academic concerns and to give guidance on welfare issues, using standard guidelines.</li> </ul>	E
	<ul style="list-style-type: none"> <li>To identify the relevant decision-making authority with regard to matters exceeding realm of competence.</li> </ul>	E
<b>Teamwork &amp; Motivation</b>	<ul style="list-style-type: none"> <li>Ability to secure co-operation from academic staff in meeting deadlines and agreed standards of quality.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Ability to be self-motivated and use own initiative.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Willing to be flexible and proactive.</li> </ul>	E
	<ul style="list-style-type: none"> <li>Evidence of leading and managing projects to successful completion.</li> </ul>	D



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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.**