



## 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:** Executive Programmes Manager

**Department/Division:** Department of Management (DoM)  
**Accountable to:** Head of Executive Programme Delivery

Competency	Criteria	E/D
<b>Knowledge and Experience</b>	Educated to degree level (or equivalent).	E
	Previous experience of working in Higher Education.	E
	Excellent IT skills including Microsoft Office Word, Excel, Outlook and PowerPoint.	E
	Proven managerial skills in project management and/or line management.	E
	Experience in organising conferences or events.	E
	Experience in researching and developing contacts and negotiating with organisations at manager level.	E
	Significant experience of working as a programme manager/programme administrator.	D
	Proven financial/budgetary experience.	D
	Experience in executive education.	D
<b>Communication</b>	Experience of using virtual learning environments such as Zoom and Microsoft Teams.	D
	Experience in communicating effectively with internal and external users at all levels, both verbally and in writing.	E
	Ability to convey and present complex information in a meaningful and appropriate manner to a wide range of audiences including prospective applicants, corporate organisations, students, faculty and alumni.	E
	Ability to communicate with people in a professional and	E



	<p>diplomatic manner.</p> <p>Experience of servicing committees/writing reports.</p> <p>Experience of giving presentations.</p>	<p>E</p> <p>D</p>
<b>Liaison and Networking</b>	<p>Ability to promote the programme through effective networking skills, internationally and in the private and public sectors.</p> <p>Ability to liaise with internal and external contacts to further the aims of the Department.</p>	<p>E</p> <p>E</p>
<b>Teamwork and Motivation</b>	<p>Ability to function effectively in a team with other members of the Department's professional services and academic staff.</p> <p>Evidence of motivation and ability to work independently without direct supervision.</p> <p>Experience of line management and team development.</p>	<p>E</p> <p>E</p> <p>D</p>
<b>Planning and Organising</b>	<p>Ability to make autonomous decisions within an agreed framework.</p> <p>Ability to manage a varied workload and coordinate a range of tasks and activities.</p>	<p>E</p> <p>E</p>
<b>Service Delivery</b>	<p>Proven experience of delivering excellent customer service.</p> <p>Ability to provide a prompt and efficient service to both internal and external users.</p> <p>An ability to work flexibly and effectively, to consistently meet deadlines.</p>	<p>E</p> <p>E</p> <p>E</p>
<b>Problem Solving and Initiative</b>	<p>Ability to use initiative and creatively address difficult situations and present appropriate solutions.</p> <p>Ability to adopt a proactive approach and use own initiative by suggesting new mechanisms to develop the programme.</p> <p>Ability to recognize when a problem should be referred.</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.**