



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: LSE LIFE Programme Manager (Personal and Professional Development)

Department/Division: LSE LIFE

Accountable to: Learning Developer Personal and Professional Development (PPD)

Competency	Criteria	E/D
Knowledge and experience	Proven record of project, events, or programme management skills, including managing day-to-day administrative tasks and processes, budgets, project plans, evaluations, and liaising and coordinating with internal and external partners at all levels of an organisation	E
	Outstanding quality digital skills, particularly: MS Office (Word, Excel, Powerpoint, Outlook, Teams, Forms, Power Automate), Moodle; a good knowledge and understanding of LinkedIn	E
	Educated to degree level or equivalent	E
	Good understanding of student experience and student support in a dynamic environment with flexibility to adapt to changing priorities and timescales, and in line with the strategic aims of an organisation	D
	Understanding of, experience with, and/or personal interest in personal and professional development activities provided to students in a Higher Education institution	D
	Experience in planning, implementing, and evaluating communication activities for projects and programmes	D
Communication	Excellent interpersonal skills (face to face, and on the telephone/email/online), and proven ability to effectively liaise and collaborate with internal and external partners at all levels of an organisation	E
	Proven ability to communicate effectively in written and spoken English	E



Teamwork and motivation	Experience of building productive working relationships with other team members and with internal and external partners at all levels of an organisation	E
	Willingness and desire to contribute proactively to the team and the success of LSE LIFE	E
	Ability to communicate sensitively with students from a wide range of backgrounds, and with complex needs	D
Planning and organising resources	Ability and experience in planning, implementing, and evaluating complex projects involving numerous internal and external partners with competing demands	E
	Ability and experience in setting up, managing, and monitoring budgets	E
	Ability to work independently without direct supervision	E
Initiative and problem solving	Ability to structure complex problems using adequate tools and translating them into feasible plans, timelines, and action points	E
	Ability to solve day to day problems in a solution-oriented, flexible, and pragmatic way as they arise	E
	Ability to recognise when a problem should be referred to other parts of an organisation and/or to your line manager	E
	Ability to identify and suggest relevant initiatives contributing to the success of LSE LIFE's personal and professional development activities	D
Service delivery	Calm and focussed approach when working under pressure	E
	Ability and willingness to create and contribute to an outstanding student experience for all PPD activities	E
	Ability and experience in executing a high volume of administrative tasks to a high standard while ensure that all deadlines are met	E
	Attention to detail (e.g. in proof reading, ensuring training packs are in good order, etc.)	E
	Ability to respond effectively to the demands of a multi-service centre, and willingness to take on different duties as the need arises	D
	Ability and willingness to work some evenings and some weekends	D

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

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