



## 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:** Programme Manager (GMiM, CEMS and Exchanges)

**Department/Division:** Management

**Accountable to:** Head of Programme Delivery

Competency	Criteria	E/D
<b>Knowledge and experience</b>	Substantial relevant experience working in a higher education environment	E
	Advanced working knowledge of Microsoft packages	E
	Experience of working in a student-facing team	E
	Experience of producing management information and reports	E
	Programme Administration experience	D
	Experience working with external partners and/or experience supporting student exchange programmes	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
<b>Teamwork and motivation</b>	Line management experience within the higher education sector	E
	Ability to plan and organise the work of a team	E
	Experience motivating a team to deliver excellent results	E
	Experience managing complex relationships and influencing decisions or colleagues outside of the direct team	E



<b>Service Delivery</b>	Ability to define and deliver excellent student experience	E
	Ability and willingness to actively seek feedback and proactively develop activities to improve service	E
	Experience of providing pastoral care to students sensitively and compassionately	D
<b>Planning and organising resources</b>	Experience of medium and long term planning	E
	Ability to set and work to deadlines and prioritise tasks, considering all relevant factors	E
	Experience of managing budgets, payments and expenses	D
	Experience of organising large and complex events	D
<b>Initiative and problem solving</b>	Proactive in identifying potential issues or risks, implementing preventative measures wherever possible	E
	Ability to use initiative to solve problems and address the concerns of staff and students with flexibility, timeliness and sensitivity	E
	Ability to recognise when problems should be referred or shared	E
<b>Liaison and Networking</b>	Proven ability to participate in networks both internally and externally	E
	Experience of maintaining and developing relationships with teams outside direct working environment, external bodies or contacts	E
	Ability to act as an ambassador and an interface between teams and individuals	E
	An awareness of the implications of decisions on a wider group of people or processes	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.**