



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: MSc Programme Manager

Department/Division: Sociology Accountable to: Deputy Department Manager (Teaching)

Competency	Criteria	E/D
Knowledge and experience	• Educated to degree level, or equivalent, or relevant work experience	E
	• Previous experience of working in a higher education environment	E
	• Experience of providing excellent customer service in a front facing role	E
	• Excellent IT skills – Microsoft Office including Word, Excel and Outlook	E
	• Experience of using SITS or similar databases	E
	• Experience of programme management or administration	D
	• Experience of servicing meetings and minute taking	D
	• Experience of researching and developing best practice methods	D
	• Experience of planning projects or events	D
	• Experience of using Moodle or similar e-learning technology	D
Communication	• Excellent written and spoken communication skills, including the ability to produce clear and accurate correspondence, documentation, and reports	E
	• Experience of drafting, explaining and proof-reading complex queries or guidelines	E
	• Evidence of a professional, diplomatic and assertive communication style	E
	• Ability to deal with delicate situations or with demanding people in an appropriate and professional manner	E
Liaison and Networking	• Ability to build and maintain working relationships with students, academics and support staff	E
	• Ability to liaise effectively and proactively with personnel across the School and other institutions	E
Service Delivery	• Proven commitment and ability to provide a consistently high standard of service	E



	<ul style="list-style-type: none"> • Ability to plan and prioritise a varied workload to ensure team and individual objectives are met • Ability to proactively assess, develop and improve existing processes • Knowledge of service level definitions and evidence of effective monitoring of service standards • Proven accuracy and attention to detail 	E
		D
		D
		E
Decision Making	<ul style="list-style-type: none"> • Ability to show initiative and innovation whilst working within guidelines • Ability to assess and review information, knowing when to refer on 	E
		E
Planning and Organising Resources	<ul style="list-style-type: none"> • Ability to prioritise, plan and organise multiple tasks with competing priorities and allocate resources appropriately, often under pressure • Ability to plan and organise own workload and using initiative with limited supervision • Ability to manage long and short term projects, alongside day-to-day workload 	E
		E
		E
Initiative and Problem Solving	<ul style="list-style-type: none"> • Ability to work with limited supervision and use own initiative • Ability to use initiative to solve problems with flexibility, timeliness and sensitivity • Ability to evaluate from a number of options the most appropriate course of action • Flexibility, ability and willingness to adapt to changing circumstances and demands • Ability to recognise when a problem should be referred 	E
		E
		E
		E
Pastoral Care and Welfare	<ul style="list-style-type: none"> • Ability to support students who may have personal or academic concerns and to give guidance on welfare issues, using standard guidelines • To identify the relevant decision-making authority with regard to matters exceeding realm of competence 	E
		E
Teamwork and Motivation	<ul style="list-style-type: none"> • Ability to secure co-operation from academic staff in meeting deadlines and agreed standards of quality • Ability to be self-motivated and use own initiative • Ability to maintain a positive, enthusiastic, 'can do' attitude at all times • Ability to build cooperation and team spirit, and to demonstrate a positive approach to assisting colleagues 	E
		E
		E
		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.