



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: Head of Research Operations & Department REF Facilitator (2 year fixed term contract)

Department/Division: Department of Management
Accountable to: Department Manager – Strategic Planning and Development

Competency	Evidence	E/D
Knowledge and experience	Substantial and relevant previous administrative experience in a Higher Education environment	E
	Demonstrable staff management experience	E
	Experience of financial management	E
	An excellent working knowledge of Microsoft packages, including Word, PowerPoint, Outlook, Excel and the web	E
		E
	Experience of working with academic staff	E
	Excellent Customer service skills	E
	Knowledge of the Research Excellence Framework operation and requirements	E
	Experience of programme administration	D
	Educated to degree level or equivalent	D
	Experience of using large databases and online learning resources	D
Communication	Excellent verbal and written skills and the ability to communicate effectively and confidently at all levels	E
	Ability to understand and convey information in a clear and accurate manner both in person and by telephone	E



Planning and organising resources	Ability to lead, be responsible for and organise the provision of support services to the Department	E
	Ability to work to deadlines and to prioritise multiple tasks whilst maintaining attention to detail	E
	Ability to deal with a large amount of correspondence and identify issues that are of particular relevance to the Department	E
	Evidence of preparing material for publication	E
Teamwork and motivation	Ability to proactively manage and provide leadership, direction and motivation to a team	E
	Ability to work as part of a team as well as on own initiative	E
	Experience of delegating effectively within a team and agreeing clear objectives with those in the team	E
	Experience of setting objectives, conducting performance development reviews and dealing promptly with any performance-related issues	E
	Ability to explain Departmental procedures and applications to colleagues and members of the administrative team	E
Service Delivery	A proactive approach to dealing with customer needs, in order that continuous improvement is made in relation to the service received by students, academic staff and other internal and external contacts	E
	Ability to set and maintain standards for departmental support services	E
Liaising and Networking	Experience of initiating, building and leading internal networks, in order to maintain relationships over time and establish new communication channels	E
	The proven ability to participate in networks	E



	both internally and externally Ability to act as interface between the Department and the wide range of academic, research and administrative staff across the School	E
Initiative and problem solving	Proven problem-solving skills, including: i) the ability to resolve problems when an immediate solution is not apparent; and ii) the ability to deal with complex problems that could have significant repercussions	E 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.