



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: Deputy Department Manager

Department/Division: Health Policy

Accountable to: Department Manager

Competency	Criteria	E/D
Knowledge and Experience	Substantial relevant previous administrative experience, preferably in Higher Education setting	E
	Relevant experience of management and administration of teaching programmes and courses	E
	Demonstrable team leadership and staff management experience	E
	Strong working knowledge of Microsoft Office applications and database systems	E
	Educated to degree level or equivalent	E
	Experience writing reports and minutes	D
	Experience of budget management	D
Planning and Organising Resources	Experience of planning on short to medium term basis, and on annual cycle	E
	Demonstrable ability to coordinate and take lead responsibility for the delivery of the Departmental teaching provision	E
	Proven ability to lead a team of colleagues to deliver common goals	E
	Ability to analyse simple data trends and produce forecasts	D
Teamwork and	Experience in providing team leadership and supervision, and an ability to motivate and encourage team spirit and citizenship	E



<p>motivation</p>	<p>Experience of delegating effectively within a team and agreeing clear objectives</p> <p>Demonstrable ability to work on own initiative and with minimum supervision</p> <p>Experience of line management: setting objectives, conducting performance development reviews, providing training and support and dealing promptly with any performance-related issues</p> <p>An understanding of working collaboratively with academic staff and an ability to facilitate this</p>	<p>E</p> <p>E</p> <p>D</p> <p>D</p>
<p>Decision Making; Initiative and Problem Solving</p>	<p>The ability to advise senior leadership team on decisions and operations within the area of teaching delivery and operations</p> <p>The ability of making autonomous operational decisions and knowing when it is appropriate to refer upwards</p> <p>The ability to resolve problems when an immediate solution is not apparent</p>	<p>E</p> <p>E</p> <p>E</p>
<p>Service Delivery</p>	<p>The proven ability to set and maintain high standards of service delivery in the Department</p> <p>A proactive approach to dealing with the continuous improvement of service delivery, including an understanding of the student experience</p> <p>Experience of servicing committees</p>	<p>E</p> <p>E</p> <p>D</p>
<p>Communication</p>	<p>Excellent written and oral communication skills</p> <p>The proven ability to explain complex information in a readily understandable way and via the most appropriate means</p> <p>Ability to appreciate the differences between working with students, professional service staff, academics and research staff</p> <p>The proven ability to deal with a large amount of correspondence and identify issues of particular relevance to the Department</p> <p>The ability to explain Departmental procedures and applications to colleagues of all levels of seniority</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>



Liaison and Networking	A proven ability to build effective relationships and influence development within your department	E
	The ability to work with both internal and external contacts	E
	The ability to initiate and participate effectively in internal and external networks and working groups	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.