

**PERSON SPECIFICATION**

**Director of Students, Education and Academic Services**

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| **Criteria** | **Essential/ Desirable** | **\* Application Form/ Supporting Statements/ Interview**  |
| Educated to Degree Level and ideally be able to demonstrate professional recognition in a relevant area. | Essential | Application Form |
| Provide examples of significant experience and applicable skills in leading a service function in a complex organisation at Senior Management level. | Essential | Application Form/ Supporting Statements/ Interview |
| Demonstrate a strong understanding of the academic environment to better design and deliver services. | Essential | Application Form/ Supporting Statements/ Interview |
| Explain how you have put customer care at the heart of service delivery and creating a customer-focussed culture. | Essential  | Application Form/ Supporting Statements/ Interview |
| Provide evidence of proven ability to lead across multiple functional areas across a span of line management responsibility and develop coherent and synergistic strategies and plans. | Desirable | Application Form/ Supporting Statements/ Interview |
| Demonstrate strategic planning skills and ability to lead and manage complex projects. | Essential | Application Form/ Supporting Statements/ Interview |
| Proven ability to work flexibly and to assimilate and assess new data and to respond as appropriate. | Essential | Application Form |
| Give examples of your ability to apply analytical and problem-solving skills to develop innovative and creative responses in management and service development. | Essential | Application Form/ Supporting Statements/ Interview |
| Evidence of strong negotiating and influencing skills. | Essential | Application Form  |
| Ability to work collaboratively and to lead functionally diverse teams and to be a member of university wide teams. | Essential | Application Form/ Interview |
| Provide examples of experience in developing and motivating staff to improve service delivery and for succession planning. | Essential | Application Form/ Supporting Statements/ Interview |

* **Application Form** – assessed against the application form, curriculum vitae and letter of support. Applicants will not be asked to answer a specific supporting statement. Normally used to evaluate factual evidence e.g. award of a qualification. This will be “scored” as part of the shortlisting process.
* **Supporting Statements** - applicants are asked to provide a statement to demonstrate how they meet the criteria. The response will be “scored” as part of the shortlisting process.
* **Interview** – assessed during the interview process by either competency-based interview questions, tests, presentation etc.