

PERSON SPECIFICATION
Head of Student and Programme Administration
Vacancy ref:

Criteria	Essential/ Desirable	* Application Form / Supporting Statements/ Interview
Educated to degree level or relevant work experience	Essential	Application Form
Recent work experience in UK higher education, including detailed understanding of statutory obligations relating to all aspects of student and programme administration	Essential	Application Form / Supporting Statement / Interview
Experience of working with complex record systems, including identifying and defining refinements to those systems	Essential	Supporting Statement / Interview
Demonstrable leadership and management skills, including building resilience in teams and leading through change	Essential	Supporting Statement / Interview
Demonstrable ability to work effectively and collaboratively with a range of people within a large and diverse organisation and with partner organisations nationally and internationally	Essential	Supporting Statement / Interview
Demonstrable ability to communicate effectively - orally and in writing - on a range of complex policies, regulations, proposals and data analysis findings	Essential	Supporting Statement / Interview
Experience of managing large, complex, time-bound events	Essential	Supporting Statement / Interview
Experience of setting and managing payroll and non-payroll budgets within a highly regulated and resource limited environment	Essential	Supporting Statement / Interview
Experience of establishing, monitoring and refining service level agreements and standard operating procedures	Desirable	Supporting Statement / Interview

- **Application Form** – assessed against the application form, curriculum vitae and letter of support. Normally used to evaluate factual evidence e.g. award of a qualification. 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 competency based interview questions, tests, presentation etc.