

## PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

**Job Title:** Student Systems Manager

**Department / Unit:** Student Administration

	Essential	Desirable	Tested by (Application Form, Interview, Test)
<b>Knowledge, Education, Qualifications and Training</b>			
High standard of education to degree level or equivalent relevant experience	X		Application Form
Knowledge and understanding of the HE sector and student life cycle.		X	Application Form / Interview
Knowledge and experience of Student (or Customer) Record Systems and related software.	X		Application Form / Interview
<b>Skills, Abilities &amp; Experience</b>			
Proven analytical and problem solving skills within an IT context	X		Application Form / Interview
Experience of delivering training with a wide range of stakeholders in a complex organisation	X		Application Form / Interview
Experience of line management and managing or leading a team in an IT or operational environment		X	Application Form / Interview
Flexibility and adaptability with ability to respond quickly to urgent or unexpected demands	X		Application Form / Interview
Proven ability to innovate and use problem solving techniques to identify and implement improvements in processes to improve efficiency and customer satisfaction	X		Application Form / Interview
Experience of using and manipulating data and analysing complex data sets to identify trends	X		Application Form / Interview
Knowledge of information security and of good practice in the management of sensitive data	X		Application Form / Interview
A professional approach and manner coupled with experience of communicating with staff and customers at various levels within an organisation	X		Application Form / Interview
<b>Other requirements</b>			
Committed to personal development and interested in furthering a career in academic administration	X		Interview
Self-awareness of own limitations and capacity for resilience	X		Interview
Weekend or late evening working and travel to events and other external activities as required	X		Interview