PERSON SPECIFICATION

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

Job Title: TEL Manager   **Department: IT Services**

	Essential	Desirable	Tested by
Knowledge, Education, Qualifications and Training			
Degree in Computer Science, Education, Digital Technologies, or other related field, or equivalent professional experience.	X		Application Form
Have obtained or are working towards CMALT, HEA membership, or related post-graduate qualification in Digital Education or E-Learning		X	Application Form
Skills and/or Abilities			
Proven ability to work as part of team and support colleagues, as well as a readiness to work on own initiative and act pro-actively.	X		Interview
Excellent interpersonal skills including a professional approach and manner and ability to use tact and diplomacy.	X		Interview
Excellent organisational skills and proven ability to work under pressure, prioritise conflicting demands and meet strict deadlines, whilst maintaining a high level of attention to detail and accuracy.	X		Interview
Flexibility and proven ability to respond effectively and with creative problem-solving techniques to changing requirements and high-pressure situations, such as technical incidents.	X		Application Form / Interview
High level of digital literacy and ability to quickly become conversant with new learning technologies.	X		Interview
A high level of numeracy, literacy, and communication skills.	X		Interview
Experience			
Experience of leading/co-leading on IT Projects	X		Application Form / Interview
Management experience (operational)	X		Application Form / Interview
Experience of working with stakeholders at various levels within an organisation.	X		Application Form / Interview
Experience of creating technical documentation and reports	X		Application Form / Interview
Excellent customer service skills and experience of managing enquiries and requests from a range of service users.	X		Interview
Experience of working in an ITIL environment, including change management.		X	Interview
Experience in working with a variety of learning technologies including Moodle at sysadmin level	X		Application Form / Interview
Experience of using MS Teams in an educational setting.		X	Interview
Other requirements			
Self-awareness and a commitment to self-improvement and personal development	X		Interview
Engagement in local and global Edtech and TEL communities of practice such as ALT, JISC, M25 Group.		X	Interview