# PERSON SPECIFICATION

# DEPUTY HEAD OF ACCESS TO HIGHER EDUCATION

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|  | Essential/Desirable |
| Qualifications  * Educated to degree level or equivalent experience * Professional qualification relevant to the post | E  D |
| Knowledge and Experience  * Knowledge of the education environment, particularly that of post 16 and adults | E |
| Knowledge of the QAA Access to HE Diploma Specification and Grading model | E |
| Knowledge of compliance requirements related to qualifications, particularly Access to HE Diplomas | E |
| Experience of developing, re-developing and validation of Access to HE Diplomas and resources for the education market | D |
| Experience in teaching, assessing and/or management of the Access to HE within a further education environment | E |
| Knowledge of data systems that evaluate student results and trends | D |
| Experience of day-to-day management or supervision of a team | D |
| Knowledge of the role and service to Governance within an organisation | D |
| Experience of different assessment methods, types and practices employed in the adult (19+) education sector | E |
| Experience of internal and external customer support services | E |
| * Knowledge of on-line platforms, e-portfolio systems and processes including electronic evidence capture | E |
| * Experience of Risk Management and systems evaluation to implement operational improvements | E |
| * Knowledge of annual budgeting within an organisation | D |
| * Experience of relationship building within Further and Higher Education Institutions to grow business for Certa and progression opportunities for Access to HE students | E |
| * Experience of report writing in response to management or regulatory brief | E |
| * Experience of policy and procedure development, including internal audit management | D |
| * Experience of preparing and delivering training to internal and external stakeholders | D |
| **Skills**   * High standards of accuracy and attention to detail | E |
| * Excellent management skills | E |
| * Excellent written and verbal communication skills presenting information logically and concisely in ways that promote understanding | E |
| * Excellent IT skills, confident with using a variety of systems and Microsoft Office | E |
| * Excellent planning and administration skills - planning and prioritising day to day activities ensuring efficient and effective performance | E |
| * Excellent customer service skills | E |
| * Effective and creative problem solving techniques | E |
| * Ability to work effectively within, and between teams to achieve common objectives | E |
| **Personal Attributes** |  |
| * A demonstrable passion for education and progression of adult learners | E |
| * Leads by example and shows personal enthusiasm by explaining why things need doing | E |
| * Treats people fairly and respectfully | E |
| * Acts with professional integrity at all times | E |
| * The ability to use initiative but also work with a team | E |
| * Know when, and be willing to seek and take advice | E |
| * Excellent customer service skills | E |
| * Committed to high standards of quality and seek to continually improve systems and processes | E |
| * Ability to work under pressure to tight deadlines | E |
| * Ability to develop and maintain strong, effective and professional working relationships | E |
| * Willingness to travel | E |
| * Flexibility in working hours when necessary | E |
| * Is committed to continuous self-development | E |
| * Flexible and receptive to change | E |
| * Creates opportunities to be innovative and think about things differently | E |

April 2021