

Person Specification Copyright Service Delivery Manager

ESSENTIAL	DESIRABLE
<p>Knowledge and Understanding</p> <ul style="list-style-type: none"> • Good practical knowledge of UK copyright law and licensing issues and its impact on the use of audiovisual material in education. 	
<p>Experience</p> <ul style="list-style-type: none"> • Educated to degree level or equivalent • Teaching or training qualification or equivalent experience • Experience of teaching/training • Experience of running webinars • Understanding and experience of social media campaigns • Experience of working in the higher education sector or similar • Experience of service delivery, and customer service • Experience of data collection and reporting – including performance analysis 	<ul style="list-style-type: none"> • Professional qualification in law, librarianship, learning technology or a related field • Thorough knowledge of HE sector
<p>Skills and Abilities</p> <ul style="list-style-type: none"> • Excellent communication skills including both written and presentation skills • Project management • Ability to plan and manage own workload • Ability to travel in UK as required 	
<p>Personal Qualities</p> <ul style="list-style-type: none"> • Hard working team player • Highest levels of personal integrity • Tactful and diplomatic • Flexible, adaptable, curious, confident and enthusiastic 	