



Person Specification – NQN Manager

	Essential (E)/ Desirable (D)	How assessed Application (A) Interview (I)
Education, professional training, and qualifications		
Holds the Norland Diploma	D	A
Holds a BA degree in early years	E	A
Holds a relevant Masters degree qualification or willingness to undertake a Masters degree qualification.	E	A/I
Has a strong CPD record, including recent evidence of CPD in learning, teaching and assessment, and the early years.	E	A/I
Willingness to engage in further training relevant to the role including CPD related to teaching, learning and assessment.	E	A/I
Holds an appropriate teaching qualification with experience, preferably at HE level.	D	A/I
Experience and specialist knowledge		
Experience working with babies, young children and families in a variety of contexts.	E	A/I
Knowledge of current practices and challenges within the early years sector, in particular the nannying sector.	E	A/I
Experience of working with young adults.	D	A/I
Recruitment experience.	D	A
Knowledge and/or experience of assessment.	E	A/I
Skills and abilities		
Ability to support the effective performance and development of others.	E	A/I
Experience of report writing and presenting.	E	A/I
Negotiation, decision-making and conflict management skills.	E	A/I
Excellent written and oral communication skills.	E	A/I
Experience of using CRM database	D	A
Computer confident with good IT skills using Microsoft Office.	E	A/I
High level of attention to detail.	E	A
Excellent interpersonal skills, able to build rapport when meeting new people.	E	I
Highly effective organisational and time management skills.	E	A/I
Proactive team player.	E	A/I
Ability to work collaboratively across boundaries in partnership with colleagues.	E	I
Ability to work in and adapt to a fast-paced environment.	E	A
Ability to problem solve and develop solutions.	E	I
Personal qualities		
Leadership qualities with a desire to undertake further training to develop these skills.	E	A/I
Ability to manage change positively.	E	I
Discreet and can maintain confidentiality.	E	I



Can act on own initiative within specified boundaries.	E	A
Proactive in pursuit of work to its completion.	E	I
Flexible in approach to work.	E	I
Cares and demonstrates a commitment to the success of learners within a safe and positive learning environment.	E	I
Demonstrates a commitment to supporting a customer focussed and student-centred learning experience.	E	I
Possess well-developed interpersonal skills and can communicate effectively and appropriately with people from a wide range of backgrounds with a caring and professional manner.	E	I
Demonstrable commitment to equality of opportunity and the ability to challenge behaviours which do not positively advance the diversity agenda.	E	I
Demonstrable experience of representing the values of an organisation in daily life.	E	A/I
Demonstrable experience of upholding the values of Norland and the Norland Code of Professional Responsibilities.	D	A/I
Demonstrates a positive attitude, professionalism, passion and energy.	E	I
Demonstrates willingness to immerse into the life and culture of Norland.	E	I
Motivated and committed to continuous improvement for self and colleagues.	E	A/I
Willingness to become part of the Norland community by engaging and participating in Norland-wide activities and being a positive role model to others.	E	A/I
Unusual post requirements		
Occasional driving (using own car which must be insured for business use.)	E	A/I
Willingness to travel to visit students whilst in NQN setting, including overnight stays.	E	A/I
Occasional Saturday working to cover Norland open days and other events.	E	A