

Undergraduate Programmes Manager

Job Ref: REQ230251

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

The Wolfson School of Mechanical, Electrical and Manufacturing Engineering is one of the UK's largest engineering schools, with over 250 staff, 150+ PhD researchers and 2000 undergraduate students and annual budget of £35m. The School boasts impressive links with industrial partners and an enviable international reputation in many of our wide variety of research areas.

Our School vision is to create positive impact from our engineering research and education to the benefit of society, industry, and commerce. Through sector-leading programmes we will provide opportunities for our students, creating the destination of choice for those who want both an unparalleled student experience and to become highly employable, impactful, and influential people.

Our undergraduate activities account for about three quarters of our teaching revenues. Our programmes are accredited, and we have extensive links with industry to ensure they remain highly valued and relevant.

Job Description

Job Grade: Management and Specialist Grade 7

Job Purpose

To lead and be accountable for the professional delivery of the full range of administrative functions which facilitate the development and delivery of the School's Undergraduate programmes. Ensuring fair and consistent implementation and application of the university's regulations for the benefit of the students, staff and partners.

To work strategically with the Dean of School, Associate Dean for Education and Student Experience (ADES&E), and Operations Manager, to develop, implement and undertake the administrative management of the School's undergraduate programmes.

To work with senior staff to develop and implement new programmes policies and practices, initiating and implementing resulting changes that comply with University policy and regulations and the strategic direction of the School.

Duties

Strategic Development and Implementation

Working with the ADES&E, to ensure fair and consistent implementation of the university's regulations for high quality outcomes for our students, staff and strategic partners. To develop and implement plans for new undergraduate programmes and their associated administrative processes.

To work in conjunction with the Admission Directors and Admission Coordinator with the smooth transition of applicants to their relevant degree programme within the School.

To collaboratively work with all academic staff to ensure informative and effective assessment feedback is given in a timely manner to our students.

Undertake regular analysis of student feedback, as well as the review, design, monitor and maintain administrative processes and systems, with a quality focus on excellence in teaching and the delivery of an excellent student experience.

To collaboratively work with the ADES&E on strategic planning and development of undergraduate teaching policy and administrative practices. To initiate, lead and implement improvements to School procedures utilising the LU change methodology and identifying best practice from the HE sectors.

Providing strategic and administrative support to Learning & Teaching Committee and Industrial Liaison Committee, by producing and presenting statistics and trend data, and contributing to strategic decision-making.

To work with Academic Integrity Leads to ensure maintenance of academic standards and compliance with University regulations and ordinances.

To liaise closely with key partners such as Academic Registry, Student Wellbeing, and Inclusivity Service (SWAI), Enhanced Academic Practice team and Partner Schools to ensure that processes, proposals, and deadlines are managed effectively. Contribute to appropriate University-wide committees and working groups.

Staff Management

To have overall administrative accountability for the School's undergraduate programmes, driving a high-quality service culture, with flexible, motivated people who receive excellent student feedback and are fully compliant with LU policies and regulatory requirements.

To line manage the School's Programmes Manager (UG) and Programmes Co-ordinators.

To lead and work in conjunction with the School Administration Manager and the Postgraduate & Professional Development Programme Manager, to provide leadership of the undergraduate administrative function. Leading on the preparation of the annual programme review, accreditation, and National Student Survey (NSS) documentation.

In conjunction with the School Administration Manager and the Postgraduate & Professional Development Programme Manager, to ensure structures and resources are sufficient to enable delivery of an appropriate, quality driven, service to staff and students, making the case to the Operations Manager where additional resources are required.

To oversee the HR processes within the Programmes teams, ensuring that managers are supported in recruitment, induction, probation, PDR, and dealing with performance issues.

Process Management

To have responsibility for the School's undergraduate examination boards (including external examiners), Mitigating Circumstances panels, annual update processes, attendance monitoring, student progression and assessment and re-assessment.

To work with academic leads on programme review and development, including forward planning for new programmes, ensuring compliance with University procedures, and liaising with other Schools as necessary.

To manage quality assurance for UG programmes, assisting the ADES&E with the preparation of documentation for Annual and Periodic Programme Reviews and external accreditations.

To ensure the provision of appropriate advice and guidance to staff and students concerning non-routine/complex programme administrative matters, including regulation waivers, leave of absence, internal transfers.

Responsible for implementing University regulations and governance surrounding student programmes. This includes dealing with mitigating circumstances, academic misconduct, and other serious student cases such as complaints.

To manage and oversee administrative monitoring procedures and systems to ensure UKVI compliance for any Tier 4/Student visa-holders within the School.

To provide senior administrative support for additional programme related activity such as Exchange and China partnership programmes within the School.

To coordinate the School's timetabling requirements and communicate this to the central timetabling team.

Responsibility for the maintenance of student records and co-ordination with Student Records and Operations on the University database to ensure accuracy and compliance with Data Protection.

Collate and interpret complex data on a range of subject areas in response to requests for management information from the School's Senior Leadership Team (SLT).

To work in conjunction with the Postgraduate & Professional Development Programme Manager to ensure the smooth transition to undergraduate industrial placements for our students.

Points to Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed. As this is a senior managerial role it is expected that the person in this role will support change initiatives in support of University and School strategies.

Special Conditions

The School's Administrative Staff will be expected to support and attend key events such as School visit days and Saturday University Open Days, on a rotational basis.

All staff have a statutory responsibility to take reasonable care of themselves, others, and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the School's Operations Manager

Directly responsible for Undergraduate Programmes team

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Substantial experience gained in a senior or professional role in an Higher Education (HE) student support setting	1,3
	Significant experience of leading, managing, and motivating teams and their performance to achieve excellence	1,3
	Experience of analysing, interpreting & presenting complex data	1,2,3
	Experience of managing administrative teams using complex processes and systems whilst ensuring compliance with organisational policies/guidelines and legislative requirements	1,2,3
Skills and abilities	Highly professional with high standards of personal integrity	1,3
	Ability to think strategically and contribute proactively to strategic development plans while managing operational and administrative issues effectively.	1,2,3
	Excellent interpersonal skills; ability to deal with a wide variety of people at all levels using judgement, diplomacy, tact, and political awareness	1,2,3
	Commitment to providing service excellence to both University staff and external stakeholders	1,3
	Strong leadership and management ability	1,3
	Proven ability to instigate & implement change in a team setting	1,2,3
	Ability to work on own initiative, forward plan, prioritise, handle pressure, and take day to day decisions on the running of services	1,3
	Ability to work co-operatively and flexibly as a member of a team (In department and across departments)	1,3
	Ability to work on a variety of on-going projects, to proactively prioritise tasks and to plan ahead for the long term	1,3
	Awareness to deal with sensitive data appropriately.	1,2,3
	The ability to work under pressure to tight deadlines and to take responsibility for meeting agreed targets without supervision.	1,3
	In-depth knowledge of IT, including Microsoft Office packages	1,3
Training	Able to demonstrate a sustained commitment to developing career through personal and professional development. A willingness to undertake further training as necessary, and to adopt new procedures as and when required	1,3
Qualifications	A strong educational background including a good Honours Degree or equivalent, or substantial relevant experience gained in HE	1,3
Other	Equality and Diversity: Evidence a good working knowledge of equal opportunities, equity and understanding of diversity in the workplace	1,3
	Evidence of a willingness to adapt to new work requirements	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Previous substantial experience of dealing with clients or the general public	1,3
	Awareness of developments in Higher Education	1,3
	Knowledge and Experience of working in an Undergraduate HEI environment	1, 3
Skills and abilities	Experience of interpreting and presenting data and information for use in meetings and reports	1,3
	Knowledge of University systems e.g. LUSI, Co-Tutor, iTrent, LEARN	1,3
Qualifications	Recognised management or administrative qualification	1

Conditions of Service

The position is FULL TIME and OPEN-ENDED. Salary will be on Management and Specialist Grade 7 £43,414 - £51,805 per annum, at a starting salary to be confirmed on offer of appointment. The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>