

Learning and Teaching Programmes Manager

Job Ref: REQ231148

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Job Description

Job Grade: Management and Specialist Grade 7

Job Purpose

Working in partnership with the School's other Learning and Teaching manager to be responsible for the development, professional delivery and on-going management of the learning and teaching administrative service across the School. This will include overseeing the School's administrative hubs (Central Park and West Park) and supporting administration of the academic, research and financial activity of the School.

To provide senior administrative leadership for Undergraduate and Postgraduate Taught programmes delivered by a teaching unit in the School of Science, and other significant school-wide processes.

Job Duties

Strategic Leadership

- To be a member of the School Senior Leadership Team (SLT), providing updates on learning and teaching and more widely representing professional services
- Contribute to school risk management, budgeting, health and safety compliance and data protection through SLT and, where appropriate, membership of relevant school committees
- Work with the Head of Operations and other professional service leads to set priorities, allocate resources and consider staff development and reward.
- Actively participate in university wide committees and working groups to contribute to the review and improvement of processes and procedures in line with University strategy.
- Collation and interpretation of complex data on a range of subject areas. Production of management reports as required by SLT or the Head of Operations.

Student and Programme Administration Leadership

- Work with the Associate Dean for Education and Student Experience (ADE&SE) on the interpretation and implementation of university policy and procedure.
- To support the ADE&SE in preparing information for National Student Survey (NSS) / Postgraduate taught Experience Survey (PTES) meetings, Teaching Excellence Framework and Annual Programme Review.
- Be a member of the Student Programme Administration Leadership Team, contributing to university policy changes, contributing to projects and being a member of committees and steering groups. Work with management colleagues in support services to develop and implement practices that will provide equitable and supportive services to all students (eg reasonable adjustments, mitigating circumstances, complex student cases)
- To provide leadership and direction for programme administration staff responsible for:
 - Student engagement

- Academic misconduct procedures
- Assessments
- Programme Boards
- Mitigating circumstances
- Assessments, Boards and Reassessments.
- Design, monitor and maintain the administrative systems and procedures to meet the needs of the school and ensure compliance with University Regulations and Ordinances and external legislation.
- To review, develop and manage the administrative procedures relating to the School of Science to ensure that a high level of service is provided for academic colleagues, students, and other stakeholders.
- To provide administrative management for a department within the School of Science and work with the Director of Studies, Senior Tutor and Head of Department to ensure compliance with university processes, regulations and deadlines. To support students in the department navigate administrative processes and where necessary manage complex student cases in collaboration with academic, support and Registry colleagues.
- Lead Postgraduate Research, Placements and Admissions administrative processes for the School.
- To provide senior administrative support for the implementation and administration of study exchanges and partnership programmes within the School.
- Provide a central link to the Head of Operations and the University on all matters of administration. Provide statistical data to the School, the University, and external sources for information, planning and reporting purposes.

Curriculum Development and Quality Assurance

- To lead on the annual update of programmes and modules, ensuring university direction is communicated across all schools and adhered to by modules leaders and programme administration managers.
- To provide training and support to new module leaders, programme leaders and directors of study on how to use update systems and the key principles they are working towards.
- To support departments through accreditation and reaccrreditation by providing data and analysis, compiling paperwork for visits and preparing responses to actions identified.
- Work with Directors of Study on the creation of new programmes, including writing strategic approval documents, preparing paperwork for Programme Approval Panels and Curriculum Sub Committee, and developing an implementation plan for their delivery.

Staff Management and Development

- To manage and motivate the administrative support team within the School of Science in conjunction with the other Learning and Teaching Manager and Programme Administration Managers.
- To identify opportunities for staff at all levels to contribute to projects and work that will develop their skills, knowledge and exposure.
- To work with the Head of Operations to manage human resources issues relating to performance, career progression and promotion cases for administrative support staff to meet the needs of the school and the individual.

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.

Special Conditions

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 Head of Operations.

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 in student administration, within a HE setting or a similar environment.	1, 3
	Significant experience of leading and managing administrative processes.	1, 3
	Experience of supporting the development and implementation of strategic projects.	1,3
	Line management and effective team leadership experience.	1, 3
Skills and abilities	Excellent interpersonal skills; ability to deal with a wide variety of people at all levels using judgement, diplomacy, negotiating and influencing	1, 3
	Excellent problem-solving skills and implement appropriate solutions.	1, 3
	Able to develop systems and processes and analyse complex data.	1, 3
	Ability to lead a variety of on-going projects, to proactively prioritise tasks and to plan ahead for the long term.	1, 3
	Manage complex and sensitive situations whilst maintaining confidentiality.	1, 2, 3
	The ability to work under pressure to tight deadlines and to take responsibility for meeting agreed targets without supervision.	1, 3
	Excellent oral and written communication skills, including excellent presentation skills.	1, 3
	Ability to learn independently and to master new areas of knowledge and skills rapidly.	1, 2, 3
	Ability to work co-operatively and flexibly as a member of a team.	1, 3
	Excellent practical IT skills (Microsoft Office) and skilled in use of relevant and specialist IT packages or databases.	1, 2, 3
Training	Able to demonstrate 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 relevant Degree or equivalent professional experience.	1, 3
Other	A commitment to champion and develop Equity, Diversity and Inclusion across professional services and the wider school.	1, 3
	Commitment to providing a high level of service to both University staff, students and external stakeholders.	1, 3
	An understanding of and adherence to the University's, IT Acceptable Use Policy and other University policies and how they apply to own work area.	1, 3

Desirable Criteria

Area	Criteria	Stage
Experience	Awareness of developments in Higher Education.	1, 3
	Previous experience of using administration systems in Higher Education (e.g Student Records Systems)	1, 3
Skills and abilities	Experience of interpreting and presenting data and information for use in meetings and reports.	1, 2, 3

Conditions of Service

The position is FULL TIME and OPEN-ENDED. Salary will be on Management and Specialist Grade 7 (£45,585 – £54,395 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 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/>