

EDUCATION & STUDENT EXPERIENCE MANAGER

REQ240594

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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

School Summary

Loughborough Business School is internationally leading in research and teaching covering the disciplines of business, management, finance, accounting and economics.

We provide a high-quality education experience and undertake research that is tailored to the demands of today's business environment. The School is triple-accredited (AMBA, EQUIS and AACSB) and it is consistently rated as one of the UK's top-ten business schools in national league tables. This leading position is built and developed around a vibrant international community that provides an excellent environment for progressing in a Professional Service or Academic career.

Job Grade Management and Specialist Grade 7

Job Purpose

Reporting to the Head of Operations, the Education and Student Experience (E&SE) Manager will be a member of the School's Professional Services Senior Leadership Team, with responsibilities for leading a Team, and being accountable for the professional delivery of the full range of administrative functions required to support the School's portfolio of programmes. The post holder will work strategically with the ESE Leadership Team to develop and implement new practices, initiate and adapt processes in response to changing University policy, and to collaborate with colleagues in developing School policy that complies with University regulations. To collaborate with colleagues across the Professional Services Team contributing to School projects, Accreditation visits, attending and contributing to formal committees, as well as being an active member of the School's Senior Leadership Group.

Job Duties

Leadership and Management

- Lead and motivate a Professional Services Team engaged in supporting the School's E&SE Experience activities; ensure structures and resources are sufficient to enable the delivery of an outstanding service to Academic colleagues and students; manage human resource issues, develop a culture of continuous improvement; lead structural and work-based changes and encourage and reward high quality performance in the Team.
- Attend and contribute to Professional Services Leadership Team, working with colleagues and the Head of Operations to establish a consistent and effective approach to School activities and practices; to lead on the implementation of agreed actions within the post holder's area of responsibility and to engage with the wider Professional Services Team changes where this is appropriate.

- Attend and contribute to the School's Senior Leadership Group, with colleagues from across the School; demonstrate a commitment to the School's Strategic ambitions and embed organisational values within the Team.
- Engage in Team Leadership development offered in the School as well as University opportunities to build resilience in the Professional Services Leadership Team; develop and consistently apply a detailed knowledge of University Human Resources policies and procedures; set personal development objectives with direct reports to strengthen and enhance their skills and facilitate succession planning across the School.
- Engage in good citizenship by supporting School initiatives and events and demonstrate integrity in communications with colleagues throughout the institution.

Programme Delivery and Quality

- Advise and work with the E&SE Academic Leadership Team to support on strategic planning and development of teaching policy and delivery.
- Develop and share best practice; provide advice and guidance by participation in relevant committees and meetings, including the School Learning and Teaching Committee and Student and Programme Administration Leadership Team (SPALT).
- Take responsibility for co-ordinating taught programme administration including, programme quality, assessment, Student misconduct cases and appeals, Review Boards and Programme Boards in keeping with University regulations.
- Take responsibility for tracking student progression, including monitoring attendance, assessment and re-assessment, liaising with Student Administration Managers and Programme Administrators, maintaining student records, providing data and advice to academic colleagues as appropriate, ensuring accuracy and compliance with Data Protection legislation.
- Oversee the provision of appropriate advice and guidance to staff and students concerning non-routine/complex programme administrative matters, including regulation waivers, leave of absence, stretch degree and flexible assessment applications, and internal transfers, liaising with central student support services as required.
- Provide advice to other administrative support staff in the development of administrative systems to meet the needs of the School and ensure compliance with University regulations and ordinances as well as government legislation.
- Collate and interpret complex data on a range of subject areas. Produce management reports as required by School and University Committees.

Budget Management

- Engage with the Head of Operations in forecasting budgets for the E&SE activities.
- Oversee specified budgets ensuring that expenditure is within the defined purpose and spending limits set, and in line with University Financial Regulations.
- Discuss and agree funding with the Head of Operations in advance of unplanned expenditure and planning Staffing requests.

Projects

- Act as a Change Agent for the School; lead and contribute to a range of Strategic projects under development in the School.
- Actively lead on process improvement in all areas, as designated; together with other Professional Services Managers, participate in embedding new processes throughout the School.
- Work closely with Professional Services Leadership colleagues to plan, prepare for and manage Accreditation visits, ensuring that materials and information are produced and collated in a timely way for circulation to Accreditation Panels.

Other

- Take shared responsibility with all Professional Services colleagues in acting as a Fire Marshall for the School

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 Equity Diversity and Inclusion 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: School Head of Operations

Responsible For: Professional Service Team for Education and Student Experience

Person Specification

Your application will be reviewed with respect to meeting 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	Significant experience gained in a senior professional administrator role	1,3
	Substantial experience of establishing and managing high performing Teams	1,3
	Experience of managing effective dialogue with senior colleagues where differing opinions are prevalent	1, 3
	Experience and confidence in leading transformation within a Team setting	1, 2,3
Skills and abilities	Highly professional and approachable with the ability to enthuse a varied audience	1, 2, 3
	Excellent skills in organisation, prioritisation and forward planning	1, 3
	Positive approach to change with the ability to successfully lead and implement transformation in a team setting	1, 2, 3
	Ability to learn independently and apply new areas of knowledge and skills rapidly	1, 3
	Ability to cope with a demanding workload, pay attention to detail and to work to a high level of accuracy.	1, 3
	Demonstrate strong managerial skills and the ability to grow and develop a team	1, 2, 3
	Strong team player, who is an adaptable, logical thinker	1, 2, 3
	Ability to use effective judgement, diplomacy, tact and political awareness.	1, 3
	Confident in handling and analysing complex data and report writing	1, 3
	Demonstrate an ability to develop, review and improve business processes to provide excellent stakeholder experience	1, 3
Training	Excellent practical IT skills (Microsoft Office) and good working knowledge of databases.	1, 3
	Evidence of a continuous commitment to personal and professional development.	1, 3

	A willingness to undertake further Leadership training as necessary, and to adopt new procedures as and when required.	1, 3
Qualifications	Hons Degree or equivalent qualification or substantial relevant experience gained in a senior role in HE	1
Other	Demonstrate an applied knowledge of legislative requirements such as GDPR, Freedom of Information and SENDA	1, 3
	Willingness to be flexible regarding hours of work when the occasion demands.	1, 3
	Evidence of applying the principles of Equity, Diversity and Inclusion in everyday work situations	1, 3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of applying LU procedures.	1, 3
Skills and abilities	Experience of LU IT systems, e.g., iTrent, LUSI, Agresso, CMIS and Co-Tutor.	1, 3
Qualifications	Achieved or working towards a formal management qualification.	1
	Awareness of developments in Higher Education.	1, 3

Conditions of Service

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