

EDUCATION AND STUDENT EXPERIENCE MANAGER

REQ260214

The **School of Sport Exercise and Health Sciences (SSEHS)** is a multi-disciplinary school committed to fostering a diverse and inclusive academic community. It upholds the highest standards of excellence in research, innovation, and pedagogy across the full spectrum of disciplines within sport, exercise, health and wellbeing.

Internationally recognised for its contribution to the study of sport, exercise and health, the school has wide-ranging expertise, encompassing such diverse areas as biomechanics, medicine, molecular and cellular biology, nutrition, pedagogy, psychology, physiology, sociology, economics and sport management.

The School is extremely proud to hold an [Athena Swan Silver Award](#) since 2013, recognising the commitment and work of the School in addressing gender inequalities in Science and to improving career progress for female academics. The School is committed to ensuring that female students and staff are able to achieve their full potential; and provides a flexible and open working culture to enable staff to maintain a work-life balance.

Job Description

Job Family & Grade: Management & Specialist Grade 7

Job Purpose:

To manage and be accountable for the professional delivery of administrative support to the delivery of the School's undergraduate, postgraduate taught and postgraduate research programmes

To work strategically with the Associate Dean for Education and Student Experience (ADESE), ensuring administrative support is in place for developing and implementing new programmes, providing strategic input into the Education and Student Experience Committee and other groups as appropriate.

To work with the Associate Dean for Education and Student Experience and the Head of Operations to develop and implement new policies and practices, initiating and implementing resulting changes that comply with University policy and regulations and the strategic direction of the School.

Job Duties:

Strategic Development

- To work with the ADESE on strategic planning and development of teaching policy.
- To oversee the review of administrative practices, taking delegated authority from the ADESE to initiate and implement improvements to School procedures.
- To oversee the support provided to new programmes, ensuring that a clear implementation plan is developed and delivered, taking responsibility for monitoring completion against key performance indicators.
- To access, gather and analyse data from the Education and Student Experience environment to support a data driven approach to developing, implementing and reviewing programmes across the school.

Staff Management

- To have overall management accountability for the Undergraduate, Postgraduate Taught and Postgraduate Research programmes teams (including Placements and Exchanges), driving a service culture, with flexible, motivated people.
- 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 Head of Operations where additional resources are required.
- To provide support to the Student Support Team Managers in managing their teams effectively.
- To oversee the HR processes within the Programmes teams, ensuring that the managers are supported in

recruitment, induction, probation, GLOW and dealing with performance issues.

Student and Programme Support (Undergraduate, Postgraduate Taught and Postgraduate Research)

- To manage and deliver all administrative processes in support of undergraduate/postgraduate students from induction to graduation, ensuring that a good student experience is provided
- To manage channels of communication between the school, staff and students demonstrating awareness of appropriate styles, methods and timing for communication
- Oversee the allocation of personal academic tutees by liaising with the Dean and Director of Academic Staffing and Learning and Teaching Discipline Leads to provide accurate data for the allocation process
- Work with the timetabling team to ensure that student timetables are produced which allow maximum student choice balanced with the efficient use of resources.
- To liaise with key professional services colleagues to ensure that deadlines are met, and the student experience is supported

Other

- To have responsibility for the management of the School's Education and Student Experience budget.
- To liaise with Loughborough Sport as key contact for coordination of PGT placements
- To liaise with Marketing, Academic Language Support Service and other Central Services to facilitate support for strategic developments, students and staff

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 outlined in the document.

Organisational Responsibility

Reports to the: Head of Operations.

Direct Reports: Student Support Team Managers x 3

Budget Responsibilities: School's Education and Student Experience budget of approximately £80,000 per annum

Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

Stages of assessment are as follows:

- 1 – Criteria measured within the Application
- 2 – Criteria measured at Test/Assessment Centre/Presentation
- 3 – Criteria measured at Interview

Essential Criteria

Area	Criteria	Stage	
Experience	Substantial experience of management in higher education with experience of owning significant processes	1, 3	
	Experience of line management, including motivating teams' involvement in staff recruitment campaigns and performance and development reviews	1, 3	
	Experience of supporting the development and implementation of strategic projects, governance or significant process change	1, 3	
	Track record of effective working with multiple stakeholders	1, 3	
	Experience of working with senior managers to contribute strategically to projects	1, 3	
Skills and abilities	Excellent interpersonal and negotiation skills, ability to deal with a wide variety of people at all levels using judgement, diplomacy and showing political awareness	1, 3	
	A flexible, agile approach to work and problem solving with a 'can do' attitude.	1, 3	
	Strong management skills and an ability to motivate and engage staff	1, 3	
	Intellectual capacity to use sophisticated problem-solving skills and implement appropriate solutions	1, 2, 3	
	Ability to review and develop systems and processes, taking into account multiple factors and analysing complex data	1, 3	
	Ability to manage a variety of on-going projects, to proactively prioritise tasks and strategically plan ahead for the long term	1, 3	
	Ability to read and digest a large volume of complex data (both quantitative and qualitative)	1, 2, 3	
	Ability to understand and explain the pedagogical underpinnings of the structure and design of a degree, for example, the purpose (and interpretation of) a curriculum map and complex governance arrangements	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 IT Skills	1, 3	
	Ability to manage a large workload in a pressurised environment	1, 3	
	An understanding of the compliance requirements of immigration legislation, both as it applies to students and the employment of casual staff	1, 3	
	Training	A willingness to undertake any training as required by the Head of Operations, to include the LU approach to Change	1, 3
	Qualifications	Educated to degree level or equivalent experience	1, 3

	A management qualification, such as ILM Level 5, or a willingness to undertake this qualification	1, 3
	A willingness to work flexibly as required, including supporting weekend Open Day or other key teaching events	1, 3

Desirable Criteria: These are skills, experience and competencies that are additional extras that **may** be used to narrow the pool down if we receive a high volume of applications that meet the essential criteria.

Area	Criteria	Stage
Experience	Experience of management and support of academic programmes	1, 3
	Experience of supporting cross school programme initiatives or joint honours programmes	1, 3
	Experience of Loughborough University programme administration management systems	1, 3

Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Uphold and actively contribute to the [University's commitment to Equity, Diversity, and Inclusion](#), ensuring that all duties are carried out in alignment with this.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

Our Accreditations



We strive to create a culture that supports equity 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 career.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.



We are committed to addressing gender inequalities in science and to improving career progression for female academics. The School of Sport, Exercise and Health Sciences holds a [Silver Athena SWAN award](#) which recognises the importance of support for women at all stages of their career.

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.