ROLE PROFILE

Job Title: Student Experience Manager
Faculty/Department: Faculty of Engineering
Job family & level: Administrative, Professional and Managerial 4
Contract Status: Permanent
Hours of Work: Full time (36.25 hours per week)
Location: Coates Building
Reporting to: Faculty Education and Student Experience Manager

The Purpose of the Role:
To provide leadership and management to ensure successful delivery of the student experience elements of the Faculty's Strategic Plan. Working with Faculty education and student experience management team to contribute to strategic, budgetary, resource and operation planning, policy development and implementation related to student experience activities commensurate with a large, multi-department Faculty. Contribute to the continual review, monitoring and development of Faculty wide activity to continually improve the student experience.

Main Responsibilities

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<thead>
<tr>
<th>Main Responsibilities</th>
<th>% time per year</th>
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<tr>
<td>1. Improving the Faculty Student Experience</td>
<td>30%</td>
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<td>Work with the Department Directors of ESE and Directors of PGT Student Experience to ensure success in enhancing the student experience through seeking and responding to student feedback and working with the Chair of the Faculty Student Experience Committee ensuring the committee remains cohesive and strategic.</td>
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<td>Specifically:</td>
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<td>Work with academics, department co-ordinators and the Students Union to ensure an effective Faculty approach to Learning Community Fora(LCFs):</td>
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<td>• Ensure that feedback collected during LCFs is logged, tracked and acted upon;</td>
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<td>• Ensure that students are notified of the outcomes as a result of their feedback;</td>
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<td>• Ensure that internal elections of student reps are managed effectively;</td>
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<td>• Act as an independent ombudsman to further investigate matters arising during LCFs;</td>
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<td>• Identify solutions to problems, and advise colleagues accordingly.</td>
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<td>Support work associated with student feedback surveys (e.g. the NSS, the Postgraduate</td>
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Taught Experience Survey (PTES) and TEF:
- Work with academic staff to ensure that areas for improvement are acted upon and that these are logged and tracked, and that staff are accountable for their areas;
- Through the Faculty Student Experience Committee facilitate the sharing of best practice embedding this into operations as appropriate;
- Work with the Marketing team to create and implement a strategy for encouraging students to complete the NSS and the PTES;
- Work with the Faculty Strategic Intelligence Analyst to identify key themes for improvements and designed actions to be presented to the Faculty Student Experience Group.

Organise and run ad-hoc student focus groups to gather further student feedback to areas which are relevant and important to Faculty developments.

2. **Staff management and development**
   Lead and line manage the team of Education and Student Experience Initiatives Officers:
   - Ensure staff expertise is utilised effectively in meeting objectives to support the Faculty;
   - Lead regular skills audits, ensuring staff have the skills to meet current and future challenges;
   - Monitor performance and take appropriate action to ensure that service standards are delivered;
   - Coordinate activity/performance review for team members.

3. **Relationship Management**
   - Build and maintain effective relationships with the Students Union, to ensure that the student experience is enhanced;
   - Build relationships with students, including society presidents, and elected representatives, to ensure that they feel comfortable and supported in sharing feedback and suggesting improvements;
   - Work with societies to identify collaborative projects/events which improve the student experience within the Faculty;
   - Work with colleagues across the University to share best practice and where appropriate, collaborate on student experience projects;
   - Attend and be a part of the University Student Experience Network, identifying any areas of implementation relevant to the Faculty;
   - Build and maintain relationships with academic colleagues to ensure that collaboratively, the student experience is enhanced within the faculty;
   - Build and maintain a network external to the University to facilitate improvements through the sharing of best practice.

4. **Communication and marketing**
   Work with the Faculty Marketing Manager, to create and deliver a communication plan to:
   - Encourage students to feedback to the Faculty;
   - Produce and implement an annually reviewed promotional campaign for Faculty student experience activity;
   - Ensure all marketing materials including posters and displays are up to date and relevant;
   - Encourage students to submit proposals for the Student Experience Fund;
   - Celebrate the success of student experience projects by promoting them throughout the Faculty, and where appropriate to the wider University;
   - Design and implement ways of recognising both staff and student contributions to improving the student experience;
   - Plan and support campaigns to encourage students to get involved in extra-curricular activities which will enhance their experience;
   - Promote student experience initiatives.
5. **Implement initiatives, review their success and support their maintenance**
   - Identify potential initiatives based on research across the University and the wider HE sector; recommend these to the Faculty Student Experience Committee for review and then implement accordingly;
   - Work with students to support projects funded by the Student Experience Fund;
   - Work with the wider Education & Student Experience team in the organisation and delivery of initiatives and events;
   - Work with academics to identify initiatives and support the delivery of these;
   - Evaluate initiatives and report to relevant senior members of staff on their effectiveness.

6. Special projects and any other duties as appropriate to the level of the post

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<th>Knowledge, Skills, qualifications &amp; Experience.</th>
<th>Essential</th>
<th>Desirable</th>
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<td><strong>Qualifications/ Education</strong></td>
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<td>• Educated to degree level or equivalent along with experience in similar or related role(s) OR • Proven track record of relevant work experience in further or higher education.</td>
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<td><strong>Skills/Training</strong></td>
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<td>• Proven change management skills • Proven skills in working with students or customers to gather feedback and enhance their experience • Skill in drafting complex documentation • Proven analytical and problem solving capability • Confident presentation skills • Proven ability to communicate effectively with staff at all levels and to work collaboratively with academic and administrative colleagues at all levels. • Ability to identify new opportunities and create solutions • Ability to work in a team environment, supporting colleagues and sharing expertise • Accuracy, reliability and willingness to learn new skills and procedures</td>
<td>• Effective networking skills • Excellent presentation skills with ability to engage audiences</td>
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<td><strong>Experience</strong></td>
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<td>• Experience of strategy development and implementation • Experience of working independently and dealing with unforeseen problems and circumstances, using initiative to analyse complex information and to problem solve • Proven ability to independently manage a demanding workload with competing priorities and meet</td>
<td>• Proven ability to engage and work with UG and PGT students • Comprehensive working knowledge and understanding of domestic and international higher education issues and challenges</td>
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challenging deadlines

- Evidence of motivating, negotiating and influencing both individuals and teams
- Extensive experience of admin processes
- Proven project management experience.

Additional Information

The Faculty of Engineering is a large, multi-site organisation with over 4,000 students and more than 600 staff in Nottingham, with almost all its programmes mirrored at both Malaysia and China campuses. This role-holder will manage the student-facing service, implementing common systems and contributing to policy development across the Faculty.

The role holder is required to ensure that the different sites fulfil Faculty and University policy. This is coordinated by building relationships (where no line management authority exists) with staff at all levels through negotiating and influencing and by taking into account the different structures of each area and their particular needs and adapting where possible, but within policy. The role involves working extensively with staff and managers, providing advice on policy and providing options and solutions to problems.

The University of Nottingham strongly endorses Athena SWAN principles, with commitment from all levels of the organisation in furthering women’s careers. It is our mission to ensure equal opportunity, best working practices and fair policies for all.