ROLE PROFILE

Job Title: Faculty Education and Student Experience Manager

Faculty/Department: Faculty of Arts

Job family & level: Administrative, Professional and Managerial 4

Reporting to: Faculty Head of Education and Student Experience

The Purpose of the Role:

To provide leadership and management to ensure successful delivery of the education and student experience elements of the Faculty's Strategic Plan. Working as part of the Faculty Education and Student Experience team, and alongside the School and Faculty senior teaching staff, the role holder will contribute to Education and Student Experience strategy and operation planning; provide curriculum oversight; monitor, review and develop School and Faculty processes to continually improve the service provided to both students and staff. The role holder will work to improve student experience, identifying issues to be addressed, developing initiatives and managing projects to completion. They will ensure communication and relationship management with key members of the University, in particular liaison with students, academics and Student Services in order to ensure the successful delivery of School and Department requirements in relation to education and student experience.

Main Responsibilities

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<th>% time per year</th>
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1. **Education and Quality Assurance Support and Management**

- Manage and lead the support for Teaching and Learning provided by Faculty ESE Senior Administrators.
- Support the development of Faculty and School specific teaching and learning policies and procedures; ensure communication to all relevant parties including academic staff and Student Services; support the development of new Taught programmes.
- Liaise closely with Student Services to ensure that School and Departmental requirements relating to Teaching and Learning.
- Identify gaps or shortfalls in education and student experience information relevant to the department and formulate solutions for these.
- Oversee quality assurance procedures across the Faculty’s teaching provision ensuring compliance with University/Faculty/School policies and procedures, including:
  - Curriculum review and EEAR
  - Annual monitoring
  - External Examiners
  - Teaching Excellence Framework
  - In liaison with relevant staff ensure all issues raised through quality assurance procedures are logged, investigated and acted upon.
  - Support the management and resolution of complaints and appeals.
- Support Department Teaching Committees

2. **Improving the Faculty Student Experience**

- Work with senior leaders in the Faculty, e.g. HoS, FAPVC-ESE, Faculty Head of ESE and key stakeholders in the Faculty and across the University to:
  - Identify and share best practice across the Faculty
  - Co-ordinate initiatives to enhance the student experience
  - Advise on the development, content, dissemination and implementation of new policy to enhance the student experience
  - Monitor progress against and chase action points for Faculty ESE-related boards
- Work with academics, the Students’ Union and Student Services staff to ensure an effective Faculty approach to feedback gained through Learning Community Fora (LCFs):
  - Ensure that feedback collected during LCFs is logged, tracked and acted upon
  - Ensure that students are notified of the outcomes as a result of their feedback
  - Act as an independent ombudsman to further investigate matters arising during LCFs
  - Identify solutions to problems, and advise colleagues accordingly
- Identify, log and coordinate action on issues raised at School and Department Committees which impact on education and student experience.
- Support work associated with student surveys (e.g. National Student Survey (NSS), NSES, PTES, PRES):
  - 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
  - Facilitate the sharing of best practice embedding this into operations as appropriate
  - Work with the Faculty and School Marketing teams and Student Services Delivery staff to create and implement a strategy for encouraging students to participate
  - Work with relevant Faculty staff to identify key themes for improvements and designed actions to be presented to the FESEB and School Teaching Committees.
- Organise and run ad-hoc student focus groups to gather further student feedback to areas which are relevant and important to Faculty developments.
- Coordinate Students as Change Agents projects within the Faculty, liaising with relevant parties to progress project outcomes.
- Attendance of relevant committees/boards
- Analysis of datasets
- Work with Faculty and School Marketing teams to promote ESE activity and to encourage student participation in initiatives.
3. **Project management**

- Identify potential initiatives based on research across the University and the wider HE sector; recommend these to the Faculty Education and Student Experience Board for review and then implement accordingly
- Work with academics to identify initiatives and support their delivery
- Provide high quality project management support, overseeing project schedules, developing documentation, monitoring progress and organising working groups
- Organise project related events such as training workshops and briefings
- Identify and escalate high risk issues to senior staff with appropriate provision of recommendations for solutions
- Compile, update and manage the distribution of project reports to agreed audiences
- In liaison with School Marketing and Events teams develop, deliver and evaluate events to enhance the student experience
- Evaluate initiatives and report to relevant senior members of staff on their effectiveness

4. **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 in sharing feedback and suggesting improvements
- Work with societies to identify collaborative projects/events which improve the student experience within the Faculty
- Build and maintain relationships with key Student Services Delivery and Development staff to address student and staff feedback on issues impacting the student experience
- 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

5. **Staff Management and Development**

Line management responsibility for Education and Student Experience Senior Administrators:

- Ensure staff expertise is utilised effectively in meeting objectives to support Schools and Departments in 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.

6. Special projects and any other duties as appropriate to the level of the post
Knowledge, Skills, Qualifications & Experience:

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<th>Qualifications / Education</th>
<th>Essential</th>
<th>Desirable</th>
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<td>Good honours degree in Arts or Social Sciences and English and Maths (grade C or above) at GCSE or proven track record of extensive relevant work experience in an equivalent role.</td>
<td>Postgraduate qualification.</td>
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| Skills, training and experience | Comprehensive, working knowledge of HE teaching and learning policies and procedures. Proven experience in a relevant role. Change management and independent problem-solving. Proven ability to interpret and advise on complex guidelines and policy. Excellent verbal and written communication skills, including working with students to gather feedback and enhance their experience, drafting complex documentation, presenting, etc. Proven ability to work creatively and collaboratively with colleagues and students. Proven ability to negotiate, motivate and influence individuals and teams. Excellent IT and data literacy. Excellent organisational and time management, including proven ability to manage a demanding workload with competing priorities and challenging deadlines. Tact, diplomacy, flexibility and discretion. Appreciation of other cultures and languages. | Knowledge of UoN systems, e.g. Moodle, Turn It In. Project Management. |

Additional Information

The role makes a direct contribution to the student experience elements of the Faculty’s Strategic Plan and requires significant grounding in a relevant role, sensitivity, tact, negotiating skills, respect, authority and trust in order to achieve its aims.

The City

Nottingham is an attractive, vibrant and prosperous city with something to offer everyone. It is one of the UK’s leading retail centres and has a huge variety of restaurants, bars and nightclubs which attract people from all over the UK. Culturally, it has good theatres, an arena which attracts both national and international performers and a range of historical interests relating to subjects such as the lace industry, Lord Byron and DH Lawrence. Nottingham is also known for sport, being the home of Trent Bridge Cricket Ground, Nottingham Forest and Notts County Football Clubs, the National Water Sports Centre and the Nottingham Tennis Centre. There is a good network of roads with easy access to the M1 and the A1, a fast frequent rail service to London and other major cities. Nottingham East Midlands Airport is only eighteen miles away.

The city is set within a county of outstanding natural beauty which includes Sherwood Forest, Wollaton Park, lively market towns and wonderful historic buildings. Housing is relatively inexpensive and, in addition to the two Universities, there are excellent schools and colleges available.

To find out more about Nottingham, use the following links:
University of Nottingham [http://www.nottingham.ac.uk](http://www.nottingham.ac.uk)
The University and the Faculty

The University of Nottingham, described by The Times and Sunday Times University Guide 2016 as ‘the nearest Britain has to a truly global university’, has award-winning campuses in the United Kingdom, China and Malaysia and hosts a truly global academic community in all three countries. The University is placed 82nd in the world and in the top 1% of universities internationally (2019 QS World University Rankings) and placed 8th in the UK for research power (REF2014). The University has also been recognised as delivering Gold standard in the Reaching and Excellence Framework (TEF).

The Faculty of Arts is large and diverse with over 370 staff teaching c. 5,000 students in Foundation Arts, Liberal Arts, the School of Cultures, Languages and Area Studies (CLAS), School of English, and School of Humanities. The Faculty is home to associated Centres and Institutes, and the lead member of the Midlands3Cities and Midlands4Cities AHRC Doctoral Training Partnerships. We are spread across both The University of Nottingham Ningbo China and The University of Nottingham Malaysia Campus so studying the arts at Nottingham is a truly global undertaking.

The research carried out through the Faculty is of the highest standard: in REF2014 more than 97% of research was of international quality, with 72% graded as ‘world-leading’ or ‘internationally excellent’ and five of the 11 units submitted were in the top 10 by research power. We place a high value on research-led teaching and are committed to excellence in education and student experience: in NSS 2018 Q22 four of our subject areas achieved 90% or above.

The Faculty’s strategic aim is to be in top 10 in the UK and top 50 in the world by 2025. To help us achieve this we are seeking to recruit an exceptional colleague who shares our commitment to delivering an excellent experience for students.

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.