ROLE PROFILE

Job Title: Faculty Education and Student Experience Senior Administrator
School/Department: Faculty of Arts
Contract Status: Permanent
Hours of Work: Full-time (36.25 hours per week)
Location: University Park
Reporting to: Faculty Education and Student Experience Manager

The purpose of the new role:
Working as part of the Faculty Education and Student Experience team, the role holder will act as the primary contact for academic staff in specific Schools/Departments and liaise closely with Student Services to ensure that departments are making best use of the support provided by Student Services, and that School and Department specific requirements are clearly communicated. The role holder will also support the successful delivery of the education and student experience elements of the Faculty’s Strategic Plan and assist with projects and initiatives to continually improve the student experience. This will include providing support to the Faculty Education and Student Experience Managers.

<table>
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<tr>
<th>Main Responsibilities</th>
<th>% time per year</th>
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<tbody>
<tr>
<td>1. School and Departmental co-ordination of ESE Activity</td>
<td>30%</td>
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<td>The role holder will be the primary contact for academic staff within specific Schools and Departments, holding detailed knowledge specific to the Department whilst also having an extensive understanding of the faculty and university education and student experience activity. The role holder is instrumental to successful School and Departmental operations, ensuring issues are dealt with professionally, effectively and swiftly, with the role holder monitoring progress on issues and following up as necessary using their specialist knowledge.</td>
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<td>- Communicate and build working relationships with key contacts from other teams and departments to support the departmental education and student experience activities;</td>
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<td>- Escalation of high risk issues to the Faculty Education &amp; Student Experience Managers with appropriate provision of recommendations for solutions;</td>
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<td>- Support and be an active member of the relevant Department committees (or equivalent); facilitate information flow from the department to key stakeholders and vice-versa;</td>
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<td>- To participate in the Learning Community Forums and to liaise with Students Services and members of the School to ensure action points are addressed and escalated as required.</td>
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<td>2. Education and Student Experience Processes</td>
<td>35%</td>
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To provide administrative support for programme and quality assurance processes, liaising closely with Student Services and ensuring that School-based responsibilities are addressed alongside those covered by Student Services in order to ensure successful delivery of programmes to all students, for example:

- Quality Assurance activities e.g. support for annual monitoring of programmes, EEAR, External Examining processes;
- Coordinating and communicating curriculum changes in accordance with published deadlines;
- In conjunction with Student Services, to assist with the arrangement of induction and recruitment events;
- Coordinate the updating of School and Department information e.g. handbooks, Moodle sites;
- Monitor and record School/Department participation in Faculty Quality Assurance activities e.g. Peer Observation of Teaching and Module Review;
- Ensuring finalised or revised policies and procedures are appropriately communicated to the wider Department;
- Working with the Education and Student Experience Managers, lead the review and update of existing procedures and provide recommendations for improvement;
- Researching and briefing staff on topical matters of education and student experience at relevant departmental staff meetings to actively assist in the course development and administration process.

3. **Project support for Faculty Education and Student Experience initiatives**

   Work closely with and support the Faculty Education and Student Experience (ESE) Managers. Duties to include:

   - Lead work streams or elements of larger projects under the direction of the Faculty Education and Student Experience Management Team.
   - Provide high quality project management support, e.g. drafting project documentation, monitoring progress, co-ordinating project meetings.
   - Plan and organise events, e.g. student engagement events, celebrations, focus groups and student surveys.
   - Collect management information relating to ESE as required.
   - Implement Faculty owned actions originating from Learning Community Forums and ESE Boards.
   - Assistance with compiling and analysing of student survey results and feedback (e.g. from Learning Community forums, NSS and focus groups).
   - Identifying and escalating high-risk issues to the Education and Student Experience Management Team with appropriate provision of recommendations for solutions.
   - Compile, update and manage the distribution of project reports and updates.
   - Respond to requests for documentation, taking into account confidentiality issues and access rights.

4. **Other Duties**

   Any other duties commensurate with the level of post as directed as required.

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**Knowledge, Skills, Qualifications & Experience**

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<tr>
<th>Qualifications / Education</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>A level, or equivalent, plus experience of working in a relevant role OR considerable relevant experience in relevant role</td>
<td>Educated to degree level</td>
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<tr>
<th>Knowledge / Skills / Training</th>
<th>Essential</th>
<th>Desirable</th>
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<td>High level of IT skills, including MS Word, Excel and Access and ability to integrate different packages.</td>
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- Excellent written and verbal communication skills, including development of procedure, guidance and/or policy documents.
- Ability to manage a large amount of data accurately.
- High degree of initiative, responsibility and self-motivation, and a professional attitude, with a proactive approach to problem solving.
- Ability to prioritise and manage own workload with minimum supervision.
- Experience of working/responding independently and dealing with unforeseen problems and circumstances.

**Experience**

- Experience of developing strong working relationships with a range of individuals in an organisation, including very senior colleagues.
- Experience of working in an environment where several tasks need to be undertaken simultaneously.

**Other**

- Committed to working as part of a team in a shared office environment.
- Ability to work accurately under pressure and to meet deadlines.
- Flexible approach
- Appreciation of other cultures and languages.

- Knowledge of University procedures and systems

### 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)
Zoopla (Guide to local properties) [http://www.zoopla.co.uk/](http://www.zoopla.co.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 and 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.