**Role Profile**

**Job Title:** Head of Faculty Education and Student Experience

**Faculty:** Faculty of Arts

**Contract Status:** Full-time, permanent

**Job family & level:** Administrative, Professional and Managerial 6

**Location:** University Park

**Reporting to:** Pro-Vice-Chancellor for Faculty of Arts

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**The Purpose of the Role:**

This strategic role exists to ensure that the Faculty has dedicated support to realise its education and student experience strategy and a specialist point of expertise for Education and Student Experience (ESE) matters. Reporting to the FPVC, part of Faculty Exec Board and working with the Heads of Schools and the FAPVC-ESE, you will: play a key role in the development and delivery of our education and student experience strategy for UG, PGT and PGR students; ensure alignment with the University’s Global Strategy 2020 vision, goals, strategy, core principles and values; establish priorities for teaching and learning matters; provide business intelligence and expert advice and recommendations to ensure the continuing success and future development of the Faculty’s ESE activities; manage and direct teaching and learning-related administration in the Faculty; deploy resources accordingly. You will be able to think strategically and solve problems with the credibility, interpersonal and communication skills that are vital to build strong networks and lead innovative, high-quality services. You will have specific responsibility for liaison with a range of colleagues in the Faculty and the wider University, e.g. External Relations, Global Engagement Office, Careers, LRLR, Student Services, Students’ Union, to ensure that ESE matters are anticipated, resolved and managed strategically.

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<th><strong>Main Responsibilities</strong></th>
<th>% time per year</th>
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<td>1. Manage and contribute to the development and review of the Faculty’s ESE strategy.</td>
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<td>Proactively identify and manage risks, internal and external best practice and compliance with all quality assurance standards (including strategic development of NSS, PTES, PRES, TEF and digital learning strategies, student experience, engagement and employability, international mobility). Ensure alignment with the University’s Global Strategy 2020 vision, goals, strategy, core principles and values. Provide business planning, intelligence, expert advice and recommendations to ensure the continuing success and future development of the Faculty’s ESE activities (e.g. external</td>
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benchmarking of performance against competitors, developing and monitoring of KPIs, policy and curriculum review and development).

Provide a specialist point of expertise to all Faculty staff on ESE matters.

2. Lead and direct teaching and learning and student experience administration activity in the Faculty. Oversee and review the provision of systems and processes to maintain all aspects of teaching and learning-related support services, quality assurance and administration carried out within the Faculty. To deliver within a framework of customer service excellence and the application of lean management techniques to ensure an effective and consistent service provision to staff and students (future and current).

Ensure the Faculty is making the best use of the support provided by Professional Services, e.g. Careers, Student Services, LRLR. On behalf of the Faculty act as the key liaison point for Professional Services on ESE matters, ensuring that Faculty priorities are met.

3. Direct the implementation in the Faculty of the University’s policies relevant to education and student experience and to ensure statutory compliance in those areas include interpretation of University policies to all groups of staff and promotion of Faculty opinion to influence University policy makers. Act as Faculty representative on appropriate University committees and working groups.

4. Take a strategic approach to leadership of ESE support staff generally, and directly to FESEMs, enabling them to function effectively both individually and as a team. Manage the recruitment, selection, performance and development of support staff through the setting of agreed objectives, both for them personally and for the functional areas for which they are responsible.

5. Work with senior administrative managers in the Faculty to implement appropriate systems and to monitor and develop them to meet the changing needs of the Faculty; transferring best practice from area to area to ensure best practice overall.

6. Lead Faculty or cross-Faculty 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><strong>Qualifications / Education</strong></td>
<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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<th>Skills, training and experience</th>
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<td><strong>Skills, training and experience</strong></td>
<td>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</td>
<td>Knowledge of UoN systems, e.g. Moodle, Turn It In.</td>
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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.
Leadership and management of projects across geographically dispersed 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.

**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 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.