The University of Nottingham

ROLE PROFILE

Job Title: Education and Student Experience Initiatives Officer
School/Department: Faculty of Engineering
Job Family and Level: Administrative, Professional, Managerial, Level 3
Contract Status: Permanent
Hours of Work: Full time, 36.25 per week
Reporting to: Education and Student Experience Manager

The Purpose of the New Role:

To provide project administration to the Education and Student Experience (ESE) function within the Faculty and assist the management team in a project support role on key cross-Faculty initiatives. The role holder will also assist with the co-ordination and presentation of strategic information, lead on clearly defined smaller initiatives or work streams within larger projects, particularly those that relate to the establishment or review of policy and procedures. The role holder will be supporting large numbers of international students, from welcome to graduation, so needs to be comfortable communicating and engaging with this part of our student body.

Main Responsibilities

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<th>Main Responsibilities</th>
<th>% time per year</th>
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<tbody>
<tr>
<td>1. Project support for key Faculty Education and Student Experience projects</td>
<td>40%</td>
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<td>• Work in partnership, including significant face-to-face interaction, with project leads including academics and APM staff.</td>
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<td>• Provide high-quality project management support:</td>
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<td>o Draft and maintain relevant project documentation, such as schedules, risk registers and issue registers according to University standards (including maintaining appropriate version control).</td>
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<td>o Monitor progress against timelines and milestones and pro-actively identify approaching deadlines.</td>
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<td>o Co-ordinate working group meetings and follow up actions.</td>
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<td>o Develop and maintain the project folders.</td>
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<td>• Lead work streams or components of large projects under the direction of the Faculty Education and Student Experience Management Team.</td>
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<td>• Plan and organise project related events such as student engagement events, training workshops, briefings and celebrations.</td>
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- Develop processes and/or systems to assist with the co-ordination of the production, review and sign-off of project related information and specialist products.

Examples of projects the role holder may be involved in include (please note the role holder is not expected to be involved in all of the below):

- Co-ordinating, with support from relevant central services, and leading Faculty based student welcome and support activities;
- Designing, marketing and running a programme of support and networking events for post graduate taught students, including monitoring engagement and close liaison with department PGT experience directors. Gather and evaluate feedback and develop improvements for future events.
- Management of the Nottingham Summer Engineering Research Programme (NSERP), including developing the marketing strategy for the programme, ensuring robust systems are in operation for the recruitment of students to the programme, working with academics from across the Faculty to identify suitable projects and aligning students, liaising with external project sponsors, co-ordinating summer programme of induction and training, organisation of prizes & celebration events, monitoring and processing payments from the various budgets that fund projects.
- Design and delivery of study abroad student support events. This will include designing, marketing and running a programme of support and networking events, monitoring of study abroad applications and close liaison with department study abroad coordinators.
- Designing, marketing and running a welcoming programme of workshops, recruitment and training of peer mentors, ensuring processes are in place to monitor attendance, co-ordinate speakers & programme schedules. Gather and evaluate feedback and develop improvements for future events.

2. **Event planning and management**

Develop, deliver and evaluate events both on campus and externally

- Under the direction of key senior stakeholders, both internal and external, design and timetable event programmes
- With the support of the Engineering Marketing Team develop a full range of promotional materials to market events
- Develop and co-ordinate Faculty contributions to University wide initiatives (eg. International Student Welcome, open days)
- Managing the promotion and logistics for each event
- Produce and monitor risk assessments for each event
- Establish evaluation mechanisms for events to identify successes and make recommendations on improvements
- Recruitment, co-ordination and training of student ambassadors to support events

3. **Project reporting and communication**

The role holder will be responsible for ensuring agreed communication plans are put into practice, including:

- Proactive production of management reports on progress, issues and risks, including gathering of relevant material from individuals contributing to initiatives.
- Identification and escalation of high risk issues to the Education and Student Experience Senior Management Team with appropriate provision of recommendations for solutions.
- Draft initiative communication incorporating revisions from stakeholders.
- Compile, update and manage the distribution of project reports to agreed audiences.
• Respond to requests for documentation, taking into account appropriate access rights and issues of confidentiality.
• Communicate and build working relationships with key contacts from other teams and departments to support the project activities.
• Support in the information handling and analysis for KPIs and where appropriate prepare results presentations for the Senior Management Team.

4. **Management of Nottingham Advantage Award (NAA) modules**

The role holder will manage all aspects of the support required to deliver the NAA modules hosted within the Faculty (for example the Nottingham Summer Engineering Research Programme module or the Peer mentoring module).

- Be responsible for confirming eligibility and registering students on the module(s)
- Planning and co-ordination of training sessions, with the support of the Module Convener, which will involve liaison with the external bodies who deliver elements of these modules
- Be responsible for ensuring robust processes are in place to track student attendance, enable submission and marking of work and to facilitate the moderation process
- Ensure modules are reviewed and recommendations for improvements are made based on feedback from participants, both on the student and delivery side, and in line with any directives from the central NAA team.

5. **Other Duties**

- Other comparable duties as may reasonably be required at the request of the Education and Student Experience Management Team.
- Line management of student ambassadors

### Knowledge, Skills, Qualifications & Experience.

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<th>Qualifications/Education</th>
<th>Essential</th>
<th>Desirable</th>
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<td>A-level, or equivalent, plus experience of working in a project or administrative support role OR considerable relevant experience in a project administration or management role.</td>
<td>Educated to degree level, or equivalent. Formal project management qualification or equivalent, e.g. PRINCE2 Foundation</td>
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<td>Procedure, guidance and/or policy development. Excellent written and verbal communication skills. Presentation and facilitation skills. Influencing and negotiation skills. Excellent IT skills with intermediate/advanced level capabilities in MS Outlook and Word.</td>
<td>Lean process improvement. Project management. Beginner to intermediate Microsoft Project and Visio skills. Process mapping. Working knowledge of a foreign language</td>
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### Intermediate Microsoft Excel and PowerPoint skills.
- Excellent attention to detail and ability to identify key issues in complex information.
- Methodical, ordered and highly proactive approach to work.
- Fast, accurate typing.
- Ability to prioritise and manage own workload and work with minimum supervision.
- Numerate including being able to track expenditure against a budget and reconcile data from a variety of sources.

### Experience
- Experience of providing project administration over an extended period.
- Experience of presenting strategic information.
- Experience of working in a busy office environment where several tasks need to be undertaken simultaneously.
- Experience of developing strong working relationships with a range of individuals in an organisation including very senior colleagues.
- Experience of regularly taking minutes at meetings and assigning actions.

### Statutory/Legal
- Knowledge or experience of handling sensitive data and an understanding of Data Protection legislation.

### Other
- Ability to undertake travel as a requirement of the role.

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### Scope of the Role

This role provides vital resource to support the Faculty with project and strategy related administration. The role is fundamental to ensuring the efficient delivery of key business change projects, through taking the lead on key administrative components and ensuring that projects are well documented and communicated. The role holder will also ensure KPIs, policies, procedures and guidance are developed according to best practice and are available to all Faculty staff. As a result, the role will facilitate the successful delivery of the Faculty Strategy.