Job title | Faculty Education and Student Experience Manager | Job family and level | Administrative, Professional and Managerial Level 4
---|---|---|---
School/Department | Faculty of Social Sciences | Location | University Park Campus

**Purpose of role**

To provide support to the Faculty Head of Education and Student Experience in providing leadership and management to ensure the successful delivery of the Faculty’s Education and Student Experience (ESE) Strategy, in the context of the University’s teaching and learning enhancement agenda. The role holder will contribute to the Faculty ESE strategy; resource and operation planning; and provide curriculum oversight. In addition, the role holder will review, monitor and develop Faculty-wide activity to effect improvements to the student experience, through identifying issues to be addressed, developing initiatives, and managing projects to completion. They will play an important role in supporting the Faculty’s ESE governance structure, working with and servicing a number of key ESE committees, and will also ensure communication and relationship management with key members of the University.

**Main responsibilities**

(Primary accountabilities and responsibilities expected to fulfil the role)

<table>
<thead>
<tr>
<th>Improving the Faculty Student Experience</th>
<th>% time per year</th>
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| Working with senior leaders, e.g. Faculty Associate Pro-Vice-Chancellor (FAPVC) for ESE, Faculty Head of ESE, School Directors of ESE and other key stakeholders to:  
  - Identify and share best practice across the Faculty, taking the lead on ensuring that the Faculty’s ESE Enhancement Moodle resource is kept current;  
  - Advise on the development, content, dissemination and implementation of new policy to enhance the student experience;  
  - Where appropriate, identify solutions to problems and advise colleagues accordingly;  
  - Identify and coordinate action on issues escalated from School Committees which impact on education and student experience;  
  - Participate in the University Education and Student Experience Network, identifying any areas of development relevant to the Faculty;  
  - Build and maintain relationships with academic colleagues to ensure that collaboratively the student experience is enhanced within the Faculty;  
  - Identify potential initiatives based on research across the University and the wider HE sector; and recommend these to the appropriate | 45% |
|   | Faculty committees for review and then implement accordingly and evaluate.  
|   | ▪ Assist the Head of ESE and FAPVC ESE in managing the Faculty ESE budget.  
|   | ▪ Provide reports to the Faculty management team from Tableau and other data systems on student performance; collate information from a wide range of sources to monitor progress against the ESE strategy action plan and to help inform the development of TEF/NSS action plans, and other areas of strategic significance.  
|   | ▪ Develop a Faculty-wide forum for Administrative, Professional and Managerial (APM) staff whose roles map onto teaching and learning / student experience areas.  
| 2 | Promoting the Student Voice  
|   | ▪ In order to enhance the Faculty’s response to the student voice, lead work with academics, School teams and the Students’ Union to ensure an effective approach to School Learning Community Forums (LCFs), attending as many as possible, identifying solutions to problems, and escalating issues where appropriate to the Head of ESE.  
|   | ▪ Through active membership of the Faculty Student Experience Committee and other channels as appropriate, ensure that students feel their feedback has been heard and acted on.  
|   | ▪ Working with Schools as appropriate, organise and run focus groups to gather further student feedback on areas which are relevant and important to Faculty developments.  
|   | ▪ Support work associated with student surveys (e.g. National Student Survey (NSS), Nottingham Student Experience Survey, Postgraduate Taught Experience Survey (PTES) and Postgraduate Research Experience Survey (PRES)), analysing the data from each survey and identifying priority areas for action.  
| 3 | Q-Step Programme Support  
|   | ▪ Coordinate the annual reports and site visits from programme sponsors;  
|   | ▪ Arrange and ensure the publicity of student events;  
|   | ▪ In conjunction with the Programme Coordinator and Finance team, manage the programme budget;  
|   | ▪ Draft and coordinate requests for additional funding bids.  
| 4 | Committee Support  
|   | ▪ Agree agendas with the Chairs, take minutes/action points, follow up actions and be the principal point of communication with members of a range of ESE-related committees and working groups.  
| 5 | Quality Assurance  
|   | ▪ Provide support in curriculum changes by keeping the Faculty’s log of programme approvals, suspensions and closures and ensure curriculum issues are resolved;  
|   | 15%  
|   | 15%  
|   | 10%  
|   | 5%
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<td>• Assist the Head of ESE and FAPVC ESE in resolving student issues and complaints.</td>
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| 6 | **Supporting Awards and Recognition**  
• Act as Faculty Coordinator for the Faculty Academic Excellence Awards process in liaison with Schools and Student Services.  
• Design and implement ways of recognising both staff and student contributions to improving the student experience  
• Celebrate the success of student experience projects by promoting them throughout the Faculty, and where appropriate to the wider University. | 5% |
| 7 | Special projects and any other duties as appropriate to the level of the post | 5% |
## Person specification

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<tr>
<th>Skills</th>
<th>Essential</th>
<th>Desirable</th>
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<td>- Proven analytical and problem solving capability, identifying opportunities and devise creative solutions. - Proven ability to work in a team environment, supporting colleagues and sharing expertise. - Proven ability to negotiate, motivate and influence teams and individuals. - Excellent communication, presentation and IT skills and a high degree of digital literacy. - Evidence of personal tact, diplomacy, flexibility and discretion. - Evidence of an inclusive approach and a clear commitment to supporting diversity. - Willingness to learn new skills and procedures.</td>
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<tr>
<th>Knowledge and experience</th>
<th>Essential</th>
<th>Desirable</th>
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<td>- Experience of managing complex administrative processes. - Experience and proven skill in servicing committees - Proven project management experience. - Excellent organizational, planning and time management, including proven ability to manage a demanding workload with accuracy and a high attention to detail despite competing priorities and challenging deadlines. - Experience of working independently and dealing with unforeseen problems and circumstances, using initiative to analyse complex information.</td>
<td>- Comprehensive knowledge and understanding of Higher Education teaching and learning policies and procedures. - Knowledge of University of Nottingham systems, e.g. Campus Solutions, Tableau, Moodle. - Experience of creating resources in a virtual learning environment, such as Moodle. - Awareness of the issues and challenges facing UK and international Higher Education.</td>
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<tr>
<th>Qualifications, certification and training (relevant to role)</th>
<th>Essential</th>
<th>Desirable</th>
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<td>- Educated to degree level (or equivalent), plus significant hands-on experience in a similar or related role, or proven track record of extensive relevant work experience, demonstrating deep and broad knowledge of the area gained through progressively more complex roles.</td>
<td>- Postgraduate qualification</td>
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The University 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.

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University’s strategy, vision and values. The following are essential to the role:

**Valuing people**
Is always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.

**Taking ownership**
Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.

**Forward thinking**
Driven to question the status quo and explore new ideas, supporting the team to “lead the way” in terms of know-how and learning.

**Professional pride**
Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.

**Always inclusive**
Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.
Key relationships with others

Line manager

Faculty Head of Education & Student Experience

Role holder

Faculty Education & Student Experience Manager

Key stakeholder relationships

Colleagues in the Faculty, Schools and across the University

Students
Decision making

Taken independently by the role holder

- Resolve issues/problems requiring creative thought to develop options.
- Act as an APM expert on student experience activity, developing processes and procedures commensurate with an exemplary service.
- Deal independently with enquiries from students and staff and others external to the University.
- Produce reports, important correspondence and evidence-based recommendations on policy/service improvement for Faculty committees and senior colleagues.
- Provide advice to staff and students on all areas relevant to student experience matters.
- Act with delegated authority for line manager when appropriate and required.
- Plan and organize own workload.
- Data analysis and record-keeping.
- Resolve complex queries.

Taken in collaboration with others

- Implementation of new systems and processes.

Referred to the appropriate line manager (please name) by the role holder

- Issues involving senior staff which contravene Faculty and/or University processes or systems.
- Serious complaints from students or others.
- Matters requiring the Faculty Head of ESE or FAPVC ESE decisions.