Role profile

Job title
Senior Administrative Manager: Collaborative Partnerships and Teacher Development

Job family and level
Administrative, Professional and Managerial, Level 4

School/Department
School of Education

Location
Dearing Building, Jubilee Campus

Purpose of role
The Senior Administrative Manager will

- Lead a team delivering academic support, process improvement, and administration of partnership activities linked to the School’s Initial Teacher Education, Postgraduate Certificate in Education (International) and Postgraduate Certificate in Higher Education courses
- Focus on creating a high performing culture for process delivery and improvement, applying resource where most needed
- Work closely with the School’s Collaborative Partnerships Manager providing support for partnership development opportunities in all areas of the School’s work
- Build and develop relationships, and improve established ways of working with professional services colleagues both in and beyond the School (for example, Admissions, Student Services)
- Manage and support wider operational initiatives and projects for the School as required
- Work collaboratively with other members across the School’s Operations Managers Team

Main responsibilities
(Primary accountabilities and responsibilities expected to fulfil the role)

<table>
<thead>
<tr>
<th>% time per year</th>
<th>Operations Management and Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>50%</td>
<td>To manage, monitor and coordinate operations for a designated area of work, working effectively with colleagues inside and beyond the School:</td>
</tr>
<tr>
<td></td>
<td>- Support for a wide and varied range of partnership activities</td>
</tr>
<tr>
<td></td>
<td>- Support for a range of colleagues in the School, providing a link and bridge to other services and teams beyond the School</td>
</tr>
<tr>
<td></td>
<td>- Process improvement and refinement</td>
</tr>
<tr>
<td></td>
<td>- Specific areas of operations for the School’s partnership activity as required, (for example new initiatives and projects with local, national and international partners)</td>
</tr>
</tbody>
</table>

| 30% | Operations Leadership and Support |

RPF Band C
To work closely with the Collaborative Partnerships Manager on underpinning operations to ensure the effective delivery of excellent administrative support services for the School's partnership activity.

This will include:

- Development and delivery of policies and strategies;
- Effective financial management;
- Resource modelling and operational planning and prioritisation, including liaising with colleagues across the wider operations team to ensure effective operations;
- Deputising for the Collaborative Partnerships Manager as and when required
- Providing strategic support to the Collaborative Partnerships Manager as needed
- Providing management information (eg for partnership governance and leadership decision making or to inform development of strategic partnership initiatives)
- Be proactive as a member of the School's operations management team - ensuring effective working across the team and continual improvement of processes and activities.

### Team Leadership and Line Management

<table>
<thead>
<tr>
<th>3</th>
<th>Team Leadership and Line Management</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>To manage and lead a team and its ways of working:</td>
</tr>
<tr>
<td></td>
<td>Working closely with colleagues on HR and recruitment as needed.</td>
</tr>
<tr>
<td></td>
<td>Managing colleagues within the team, including appraisal and development conversations, workload priorities, personal and professional development, reward and recognition, individual support (coaching, mentoring, induction and support as needed), performance management and general HR activity</td>
</tr>
<tr>
<td></td>
<td>Leading the team to ensure skills, knowledge and experience, and areas of work are prioritised in the right areas</td>
</tr>
<tr>
<td></td>
<td>Lead on team development activity to support and nurture a high performing team.</td>
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</tbody>
</table>

20%
<table>
<thead>
<tr>
<th>Skills</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
</table>
| • Highly proficient IT skills including MS Office/Office 365, financial and other business systems  
• Excellent and proactive problem-solving skills, with the ability to apply specialist knowledge in practical business environment  
• Skills in applying process improvement and delivering innovative changes to working practice  
• Excellent team working skills  
• The ability to analyse data, and provide management information and clear reporting  
• Effective management of risk and issues  
• Excellent interpersonal skills and relationship management, including excellent oral and written communication skills, and the ability to engage, communicate with, influence, negotiate with, and persuade senior management and stakeholders across the University  
• Ability to apply policy and good practice to your own work and influence others  
• Capacity to thrive within a complex environment and ambiguous context and to stay calm under pressure | • Experience of applying formal business methodologies, tools and techniques in the workplace (for example, Lean Six Sigma, Project Management or business continuous improvement) |

<table>
<thead>
<tr>
<th>Knowledge and experience</th>
<th>Essential</th>
<th>Desirable</th>
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| • Proven ability to effectively manage a demanding personal workload with competing priorities and meeting challenging deadlines  
• Experience of modeling and allocating people and resources across areas of work with competing areas of work  
• Developing, delivering and managing projects or initiatives and activity in support of strategic priorities, including reporting on progress regularly and systematically  
• Experience in leading and developing a diverse team, from a range of experiences and backgrounds, including formal line management | • Knowledge and understanding of the education system outside of the HE sector, in particular primary and secondary schools in the UK and/or internationally  
• Understanding of compliance, policy, governance, and reporting requirements in the HE sector  
• Knowledge of university policies, processes and guidelines, for example Quality Manual  
• Knowledge of University finance systems and software |
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<th>Qualifications, certification and training (relevant to role)</th>
<th>Statutory, legal or special requirements</th>
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<td>▪ Degree (or equivalent) with relevant work experience, demonstrating practical and theoretical knowledge of this area of work OR ▪ Proven track record of extensive and relevant work experience, demonstrating practical and theoretical knowledge of this area of work in a similar context</td>
<td>▪ Qualification in Lean yellow belt standard (or equivalent) ▪ Qualification in leadership and management ▪ Qualification in project management (for example, PRINCE2, APMQ, ILM) or equivalent experience</td>
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<tr>
<td></td>
<td>▪ Knowledge on Information Security, GDPR and Freedom of Information ▪ Understanding of Equality, Diversity and Inclusion issues within Higher Education</td>
</tr>
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The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.
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

![Relationship Diagram]

- **Line manager**
- **Role holder**
- **Key stakeholder relationships**
  - Own team
  - Academic staff and Directors
  - Professional Services colleagues
  - External partners and providers
Role profile

Job title: Senior Administrative Manager: Academic Support & Operations
Job family and level: Administrative, Professional and Managerial, Level 4
School/Department: School of Education
Location: Dearing Building, Jubilee Campus

Purpose of role
The Senior Administrative Manager will

- Lead a team delivering academic support, process improvement, and administration of education and student experience activity
- Oversee in-school marketing and recruitment staff and their activity
- Focus on creating a high performing culture for process delivery and improvement, applying resource where most needed
- Manage and support wider operational initiatives and projects for the School as required
- Lead on specific areas of operations for the School as required (for example, Information Security and GDPR; School consultancy; Short courses)
- Work collaboratively with other members across the School’s Operations Managers Team
- Build and develop relationships, and improve established ways of working with colleagues both in and outside the School (for example, Admissions, Student Services)
- Support the School’s Operations Manager in other areas, deputising as needed

Main responsibilities
(Primary accountabilities and responsibilities expected to fulfil the role)

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<td>Support for Directors academic colleagues in the School, providing and link and bridge to other services and teams beyond the School</td>
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<td>Support for education and student experience governance, policy and process and annual cycles of activity (such as annual monitoring)</td>
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<td>Process improvement</td>
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<tr>
<td>Specific areas of operations for the School as required, (for example recruitment and marketing, new initiatives and projects, contract and finance)</td>
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% time per year:
50%
| 2 | **Operations Leadership and Support**  
To work closely with the Operations Manager on underpinning School operations to ensure the effective delivery of excellent administrative support services for the School.  
This will include:  
- Development and delivery of policies and strategies;  
- Effective budget planning and financial management;  
- Resource modelling and operational planning and prioritisation, including liaising with colleagues across the wider operations team to ensure effective operations;  
- Deputising for the Operations Manager as and when required  
- Providing strategic, risk and policy support to the Operations Manager as needed  
- Providing management information (e.g., for governance and leadership decision making or to inform development of strategic initiatives), regular reporting and status updates  
- Be proactive as a member of the School’s operations management team - ensuring effective working across the team and continual improvement of processes and activities. | 30% |
|---|---|
| 3 | **Team Leadership and Line Management**  
To manage and lead a team and its ways of working:  
- Working closely with colleagues on HR and recruitment as needed.  
- Managing colleagues within the team, including appraisal and development conversations, workload priorities, personal and professional development, reward and recognition, individual support (coaching, mentoring, induction and support as needed), performance management and general HR activity  
- Leading the team to ensure skills, knowledge and experience, and areas of work are prioritised in the right areas  
- Lead on team development activity to support and nurture a high performing team. | 20% |
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                   ▪ Skills in applying process improvement and delivering innovative changes to working practice  
                   ▪ Excellent team working skills  
                   ▪ The ability to analysis data, and provide management information and clear reporting  
                   ▪ Effective management of risk and issues  
                   ▪ Excellent interpersonal skills and relationship management, including excellent oral and written communication skills, and the ability to engage, communicate with, influence, negotiate with, and persuade senior management and stakeholders across the University  
                   ▪ Ability to apply policy and good practice to your own work and influence others  
                   ▪ Capacity to thrive within a complex environment and ambiguous context and to stay calm under pressure | ▪ Experience of applying formal business methodologies, tools and techniques in the workplace (for example, Lean Six Sigma, Project Management or business continuous improvement) |
| **Knowledge and experience** | ▪ Proven ability to effectively manage a demanding personal workload with competing priorities and meeting challenging deadlines  
                   ▪ Experience of modeling and allocating people and resources across areas of work with competing areas of work  
                   ▪ A keen awareness of financial management and budgetary experience  
                   ▪ Developing, delivering and managing projects or initiatives and activity in support of strategic priorities, including reporting on progress regularly and systematically  
                   ▪ Experience in leading and developing a diverse team, from a | ▪ Knowledge and understanding of the student life cycle in higher education  
                   ▪ Understanding of compliance, policy, governance, and reporting requirements in the HE sector  
                   ▪ Understanding of the impact, implications and application of the University Quality Manual and associated policy, processes and guidelines  
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