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| THE UNIVERSITY OF NOTTINGHAM  Recruitment Role Profile Form |

**Job Title:** Undergraduate Student Administration Manager (job share)

**School/Department:** School of Pharmacy

**Salary:** £37,394-£45,954 pro rata depending on skills and experience. Salary progression beyond this range is subject to performance.

**Job Family and Level:** APM Level 5

**Contract Status:** Permanent

**Hours of Work:** 0.8 FTE (29 hours per week)

**Location:** Pharmacy School Building, University Park

**Reporting to:** Director of Operations

**Purpose of the Role:**

Working with a high degree of autonomy, to manage and lead the breadth of the School’s undergraduate operations in a job share role with the Postgraduate Student Administration Manager (0.6 FTE).

* To be proactive in identifying the need for changes to policy and strategy, and to implement those changes within broader University requirements and policy frameworks.
* To manage a diverse team of administrative staff and to encourage them to ensure a first class service to applicants, students, staff and other stakeholders is maintained.
* To work closely with the academic staff fulfilling the roles of Director of Teaching and Learning, Examinations Officer, Quality and Policies Officer and Senior Tutor.

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|  | **Main Responsibilities** | **% time per year** |
| 1. | **Undergraduate programmes**  To be responsible for the School’s undergraduate programmes, ensuring via a team of staff that they run smoothly and are well organised from induction through to examination and graduation, following University guidance and policies where applicable.  To work closely with colleagues at the School of Pharmacy at the Malaysia campus to support the smooth running of the 2+2 MPharm degree and the transfer of students to Nottingham.  To proactively identify innovative solutions to challenges facing the School in the areas of teaching and learning, and to lead and manage the implementation of changes to School policies and procedures.  To contribute to the School’s work to maintain GPhC accreditation for the MPharm degree programme.  To work with the 2012 MPharm course development and 5-year course development teams to roll out new MPharm programmes, and to manage the closure of the current iteration of the course.  To oversee the development of placement opportunities for students in community and hospital Pharmacy, and in wider healthcare settings.  To support the development of new courses, in particular those delivered with overseas partners.  Attend and make a valuable contribution to the Teaching and Learning Committee and other committees/working groups relating to undergraduate programmes. | 50% |
| 2. | **Student experience**  Develop and implement strategies to improve the student experience (evidenced by improved scores in the National Student Survey).  Attend and make a valuable contribution to the MPharm Learning Community Forum and Senior Tutor meetings. Build relationships with key students representative such those from PharmSoc (student society), British Pharmacy Student Association and Royal Pharmaceutical Society.  Analyse information from a variety of internal and external sources (National Student Survey, Student Barometer Survey, SET and SEM reports, accrediting body requirements, etc.) and use these data to identify, lead and manage special projects relating to students/existing course provision with the School.  Support the development and provision of careers support for undergraduate students.  Work with the Student Support Officer and Senior Tutors on complex student support matters. | 30% |
| 3. | **Leadership and management**  To lead and direct a team of administrators (four direct reports, seven staff in total) to ensure that the School offers first class customer service to students, applicants and staff through the provision of prompt, efficient and friendly advice and support on all aspects of the School and University.  To manage and develop that team and to carry out HR procedures, including performance review, in accordance with University policy.  Contribute to the success of the wider School through the development of strategies, policy and practice by working closely with the Director of Operations and the senior administrative and technical team, including at Operations and Administration Committee. | 10% |
| 4. | **Other**  To manage an operational budget in liaison with the School’s Finance and Business Manager. This involves responsibility for budget setting and expenditure authorisation.  To support broader School and University policy and process development through membership of project groups, working parties etc.  Any other duties appropriate to the role and level. | 10% |

**Knowledge, Skills, Qualifications & Experience**

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|  | **Essential** | **Desirable** |
| **Qualifications/ Education** | Good honours degree or equivalent. | Postgraduate qualification. |
| **Skills/Training** | Excellent organisational skills.  Team working and team management skills.  Advanced problem solving skills.  Excellent communication, presentation and interpersonal skills.  An ability to prioritise and schedule workloads in the face of conflicting demands and to be flexible in response to changing demands.  Commitment to service quality.  Ability to travel within the UK and overseas. | A knowledge and understanding of issues affecting Pharmacy education in the UK. |
| **Experience** | Significant, recent experience of administration at a senior level in a university or similar educational environment.  Awareness of issues facing the HE sector. | Experience of supporting accredited programmes.  Experience of University of Nottingham systems and processes, particularly relating to student and course administration. |

**Decision Making**

i) taken independently by the role holder

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| Strategies for implementing changes to policies and procedures in the areas of teaching and learning.  Longer term priorities of the administrative team.  Day to day priorities of self and team. |

ii) taken in collaboration with others

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| Decisions involving expenditure outside agreed budgets.  Significant changes to School policy and established practice, for example by preparing reports and proposals for the School’s Teaching and Learning and Postgraduate Committees |

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

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| Decisions which could adversely affect the reputation of the School or University. |