



<b>Job title</b>	Faculty Education and Student Experience Senior Manager	<b>Job family and level</b>	Administrative, Professional and Managerial Level 5
<b>School/ Department</b>	Faculty of Medicine and Health Sciences	<b>Location</b>	Medical School Building

## Purpose of role

This is a key leadership and management role in the Faculty, leading the implementation of the ESE element of the Faculty Business Plan in collaboration with the Faculty Associate Pro-Vice Chancellor for Education and Student Experience. Working in partnership with colleagues in schools and faculties, and colleagues in professional services departments, you will contribute to the planning and delivery of education and student experience support. You will lead and manage the continual review, monitoring and development of Faculty wide processes to continually improve education and student experience in the Faculty.

	<b>Main responsibilities</b>	<b>% time per year</b>
1	<p><b>Strategy Development and Implementation</b></p> <ul style="list-style-type: none"> <li>▪ Work with the Faculty APVC for ESE to develop and implement the ESE-related elements of the Faculty Business Plan. Track progress through the Faculty ESE Board and report to Faculty Management Board.</li> <li>▪ Contribute to the setting of key performance indicators, track progress against these and suggest interventions as necessary to ensure delivery against targets.</li> <li>▪ Maintain and track the ESE-related risks on the Faculty risk register.</li> <li>▪ Review analysis of quality indicators such as the Teaching Excellence Framework and student feedback (e.g. National Student Survey), provide expert guidance on how to improve in these indicators and make recommendations for actions.</li> <li>▪ Develop Faculty-wide policy/procedures where appropriate, ensuring compliance with Professional, Statutory and Regulatory Bodies, internal and external quality assurance requirements.</li> <li>▪ Make valuable contributions as a member of the Faculty ESE Board.</li> <li>▪ Represent the Faculty on relevant committees and groups.</li> <li>▪ Manage specialist projects as directed by the Faculty APVC for ESE or Faculty Operations Director.</li> <li>▪ Lead the organisation of training, workshops and development opportunities to improve ESE.</li> </ul>	

2	<p><b>Education and Quality Assurance</b></p> <ul style="list-style-type: none"> <li>▪ Monitor changes in external/internal policies and develop appropriate responses to such changes, working alongside Faculty and school colleagues.</li> <li>▪ Maintain understanding of and identify best practice around external quality assessment activities, e.g. the Teaching Excellence Framework, and make recommendations to support positive outcomes in such assessments.</li> <li>▪ Work with the Educational Excellence team to coordinate and support internal quality assurance and enhancement activities including annual monitoring and periodic reviews.</li> <li>▪ Manage the curriculum development process including the review and approval of changes at Faculty level.</li> <li>▪ Provide support to schools as required in developing new curricular and preparing for reviews by Professional, Statutory and Regulatory Bodies.</li> </ul>	
3	<p><b>Student Experience</b></p> <ul style="list-style-type: none"> <li>▪ Monitor changes in ESE in the sector and develop appropriate responses, working alongside Faculty and school colleagues.</li> <li>▪ Act as the first point of contact in the Faculty for coordination of student experience activities such as graduation and welcome events.</li> <li>▪ Work with the Faculty EDI Coordinator to support initiatives to improve the experience of students from under-represented or marginalised groups.</li> <li>▪ Engage with University level projects to improve systems and processes relating to the student experience.</li> </ul>	
4	<p><b>Collaboration</b></p> <ul style="list-style-type: none"> <li>▪ Work with school ESE leads (both academic and operational) to identify and share best practice in the delivery of high-quality education and a positive student experience throughout the student life-cycle.</li> <li>▪ Work closely with the Faculty level ESE leads to share best practice and support a consistent student experience.</li> <li>▪ Collaborate with partner services across the University (e.g., Registry and Academic Affairs, External Relations, Careers and Employability, Digital and Technology Services) to foster effective and mutually beneficial working relationships.</li> <li>▪ Develop a community of practice with school operational leads for ESE to support their development.</li> </ul>	
5	<p><b>Operations</b></p> <ul style="list-style-type: none"> <li>▪ Develop inclusive communications to advance Faculty cohesion and enable staff to fully contribute to wider Faculty activities, especially those related to the improvement of teaching and learning. This will include the ESE section of the Faculty SharePoint site, the development of a Faculty ESE newsletter and contributions to Faculty social media feeds.</li> <li>▪ Manage the Faculty ESE budget, proposing a budget using Activity Based Budgeting, tracking expenditure and providing reports to Faculty</li> </ul>	

	<p>ESE Board as required. Develop and manage schemes for competitive internal funding and manage the BART fund.</p> <ul style="list-style-type: none"> <li>▪ Make applications for internal and external funding for ESE-related activities.</li> <li>▪ Monitor the resourcing required for effective delivery of ESE within the Faculty, raising any concerns with the Faculty Operations Director and making recommendations for improvements.</li> <li>▪ Represent the Faculty at University-level ESE events, identifying best practice across the University and providing guidance to the Faculty on exemplar services.</li> </ul>	
6	Any other duties appropriate to the level of the role.	

## Person specification

	<b>Essential</b>	<b>Desirable</b>
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ Evidence of effective leadership/management to deliver against objectives</li> <li>▪ Strategic thinking, business planning and evidence-based decision making</li> <li>▪ Project management</li> <li>▪ Change management and problem-solving skills</li> <li>▪ Ability to work well under pressure to meet demanding and sometimes conflicting deadlines.</li> <li>▪ Excellent communication skills, both written and oral.</li> <li>▪ Excellent interpersonal skills with the ability to build relationships quickly and work collaboratively.</li> <li>▪ Ability to motivate, negotiate and influence both individuals and teams</li> <li>▪ Ability to work with minimal supervision, prioritising and planning own workload to deliver targets</li> <li>▪ Excellent IT skills including MS Office</li> </ul>	
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>▪ Significant, recent experience in a relevant role</li> <li>▪ Understanding of the key issues, trends, opportunities and challenges in relation to ESE in the higher education sector</li> <li>▪ Experience of leading strategic projects and effective engagement with senior colleagues</li> <li>▪ Evidence of leadership in establishing new and improving existing administration systems, support functions and procedures</li> <li>▪ Evidence of ability to communicate effectively with staff at all levels and to work collaboratively across all job families</li> </ul>	<ul style="list-style-type: none"> <li>▪ Substantial experience in a management role</li> <li>▪ Knowledge of TEF, NSS, PTES and HE league tables.</li> <li>▪ Experience of managing budgets with proven financial management skills.</li> </ul>
<b>Qualifications, certification and training (relevant to role)</b>	<ul style="list-style-type: none"> <li>▪ Good Honours degree (or equivalent)</li> </ul> <p style="text-align: center;"><b>OR</b></p> <ul style="list-style-type: none"> <li>▪ Proven track record of extensive relevant work experience, demonstrating practical and theoretical knowledge of a specific / specialised field of work</li> </ul>	<ul style="list-style-type: none"> <li>▪ Professional qualification in management and/or project management.</li> </ul>
<b>Statutory, legal or special requirements</b>	<ul style="list-style-type: none"> <li>▪ Understanding of GDPR and information security requirements.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Awareness and experience of OfS regulations.</li> </ul>



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

