# Role profile

<table>
<thead>
<tr>
<th>Job title</th>
<th>Operations Manager (Curriculum Enhancement)</th>
<th>Job family and level</th>
<th>Administrative, Professional and Managerial Level 4</th>
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<tbody>
<tr>
<td>School/Department</td>
<td>Business School</td>
<td>Location</td>
<td>Jubilee Campus</td>
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## Purpose of role

As Operations Manager (Curriculum Enhancement) you will be part of the School’s Professional Services ESE team and will be responsible for project managing a schedule of work to review and develop a number of new innovative taught degree programmes and contributing to the School’s programme level curriculum and assessment design processes.

You will work closely with the Senior Operations Manager (ESE), Director of Curriculum, Deputy Associate Dean for ESE (Education), Academic Directors, the Assurance of Learning and Quality Manager and colleagues in the Faculty and Central Professional Services teams, including Admissions and the Campaign and Alumni Relations Office.

## Main responsibilities

(Primary accountabilities and responsibilities expected to fulfil the role)

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<th>% time per year</th>
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<td>85%</td>
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### Operational and Governance

Under the direction of the Senior Operations Manager (ESE) and Director of Curriculum:

- Manage, coordinate, and provide specialist support, advice and guidance on curriculum development, policy, and processes within the School.
- Monitor and report on progress against strategic and operational plans and performance indicators.
- Be a member of, and contribute to, the School's Teaching and Learning Committee.

### Project Management and Implementation

Using a project management framework, you will work with colleagues across the School and University to review existing provision and deliver new programmes. You will be the operational project lead to create, and re-design existing programmes from, planning, initiation through to implementation.

**Tasks will include:**

- Facilitating activity and decision making to define project scope, goals, and deliverables, governance, and success criteria.
- Initiating and managing course design project meetings.
- Co-ordinating the activity of course design schedules of work with the Senior Operations Manager (ESE), the work stream leads, Programme/Course Directors and the Assurance of Learning and Quality Manager.
- Developing and managing project documentation including milestone and operational project plans for the course design and review teams.
- Managing and reporting on project progress to the School Senior Executive Board.
- Identifying project risks, issues, and the creation of appropriate mitigation plans, solutions and/or escalation actions.
- Developing and delivering plans as agreed, making use of appropriate resources, to ensure all stakeholders are engaged in two-way communication across the UK, and where required with the Malaysia, China campuses and international partners.
- Working with the University Market Insights, Curriculum, Admissions and Faculty of Social Sciences teams to prepare curriculum design documentation including business cases, programmes and module specifications, reports and recommendations.

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<th>2</th>
<th>People and Engagement</th>
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| 2 | Work closely with Faculty and wider Professional Services staff to drive curriculum quality improvements.  
Participate and contribute to ESE-related activity that supports high-quality academic delivery and excellent student experience and support. | 10% |

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<th>3</th>
<th>Projects, Initiatives and Continuous Improvement</th>
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| 3 | Work with colleagues across the School, Faculty and Central Professional Services to contribute to the continuous improvement of operational systems and processes.  
Contribute to delivery of a number of cross-cutting projects and initiatives, working with colleagues across the Faculty and in Central Professional Services to ensure successful delivery.  
Participate and contribute to the Faculty’s Professional Services Networks and communities of practice. | 5% |

<p>| 4 | Any other duties appropriate to the role. |</p>
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<th>Person specification</th>
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<td><strong>Skills</strong></td>
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| ▪ Knowledge of practical aspects and challenges of project management and implementation.  
  ▪ High level of competence in using project management and implementation techniques and tools, including Gantt charts, scheduling dependencies mapping, project management software (MS Office).  
  ▪ High level of IT skills and digital competency.  
  ▪ Knowledge of University Teaching and Learning policies and processes – particularly in relation to curriculum design and approval processes.  
  ▪ Excellent verbal and written communication skills.  
  ▪ Experience of drafting business cases, writing reports, reviews and implementing recommendations.  
  ▪ Excellent interpersonal, influencing and negotiating skills.  
  ▪ High-level of self-motivation and autonomy to manage project teams.  
  ▪ Critical thinking and problem-solving skills, identifying appropriate resolutions to deliver projects successfully.  
  ▪ Customer and benefits focus.  
  ▪ Diplomacy, tact, assertiveness and confidentiality.  
  ▪ Confidence to make independent decisions.  
  ▪ Ability to build collaborative relationships, share knowledge, and support colleagues.  
  ▪ Ability to deal with change.  
  ▪ Flexible team player; adaptable and enjoys a challenge.  
  ▪ Empathy, showing awareness, understanding and sensitivity.  

| **Knowledge and experience** |
| ▪ Experience of supervising and/or supporting colleagues to deliver high quality work.  
  ▪ Experience of working in a busy office whilst managing multiple projects at different stages concurrently.  
  ▪ Managing, mitigating, and reviewing project and implementation risks.  
  ▪ Experience of working in curriculum management/development.  
  ▪ Working in a complex multifunctional Organisation.  
  ▪ Experience of defining priorities, working flexibly and effectively under pressure, and making decisions quickly with confidence.  
  ▪ Experience of working/responding |
| **Desirable** |
| ▪ Evidence of continuing professional development to a project manager role.  
  ▪ Awareness of current and future digital teaching delivery methods.  
  ▪ Budgetary experience |
Independently and dealing with unforeseen problems and circumstances.
- Experience of managing or contributing to projects involving multiple stakeholders.
- Experience of establishing new/improving existing operational processes and contributing to continuous improvement.
- Financial awareness
- Experience of monitoring KPIs.

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<th>Qualifications, certification, and training (relevant to role)</th>
<th>Honours degree and/or professional qualification, OR proven track record of relevant work experience, demonstrating practical and theoretical knowledge of the field of work.</th>
<th>Project Management qualification such as PRINCE2 or equivalent (e.g. APMP, ILM, Agile, and MSP).</th>
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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 friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed, and supported.

**Taking ownership**
Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safety, Equality, Diversity & Inclusion, and other considerations.

**Forward thinking**
Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.

**Professional pride**
Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others, and effective working practices.

**Always inclusive**
Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others

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  Line manager
    Senior Operations Manager (ESE)

  Role holder
    Operations Manager (Curriculum Enhancement)

  Key stakeholder relationships
      Professional Services Colleagues
      Academics
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