### Purpose of role

Working as part of the Faculty Education and Student Experience team, you will act as the primary contact for academic staff in specific Schools/Departments and liaise closely with Registry and Academic Affairs (RAA) to ensure that departments are making best use of the support provided by RAA, and that School and Department specific requirements are clearly communicated. You will also support the successful delivery of the education and student experience elements of the Faculty’s Strategic Plan and assist with projects and initiatives to continually improve the student experience. This will include providing support to the Faculty Education and Student Experience Managers.

### Main responsibilities

(Primary accountabilities and responsibilities expected to fulfil the role)

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<th>% time per year</th>
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<tr>
<td>1 School and Departmental co-ordination of ESE Activity</td>
<td>30%</td>
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The role holder will be the primary contact for academic staff within specific Schools and Departments, holding detailed knowledge specific to the Department whilst also having an extensive understanding of the faculty and university education and student experience activity.

The role holder is instrumental to successful School and Departmental operations, ensuring issues are dealt with professionally, effectively and swiftly, with the role holder monitoring progress on issues and following up as necessary using their specialist knowledge.

- Communicate and build working relationships with key contacts from other teams and departments to support the departmental education and student experience activities;
- Escalation of high risk issues to the Faculty Education & Student Experience Managers with appropriate provision of recommendations for solutions;
- Being an active member of the relevant Department committees (or equivalent) facilitating information flow from the department to key stakeholders and vice-versa;
- To participate in the Learning Community Forums and to liaise with Registry and Academic Affairs and members of the School to ensure action points are addressed and escalated as required.
### Education and Student Experience Processes

To provide administrative support for programme and quality assurance processes, liaising closely with Registry and Academic Affairs and ensuring that School-based responsibilities are addressed alongside those covered by Registry and Academic Affairs in order to ensure successful delivery of programmes to all students, for example:

- Quality Assurance activities e.g. support for annual monitoring of programmes, EEAR, External Examining processes;
- Coordinating and communicating curriculum changes in accordance with published deadlines;
- Assist with the arrangement of induction and recruitment events;
- Coordinate the updating of School and Department information e.g. handbooks, Moodle sites;
- Monitor and record School/Department participation in Faculty Quality Assurance activities e.g. Peer Observation of Teaching and Module Review;
- Ensuring finalised or revised policies and procedures are appropriately communicated to the wider Department;
- Working with the Education and Student Experience Managers, lead the review and update of existing procedures and provide recommendations for improvement;
- Researching and briefing staff on topical matters of education and student experience at relevant departmental staff meetings to actively assist in the course development and administration process.

### Project support for Faculty Education and Student Experience initiatives

Work closely with and support the Faculty Education and Student Experience (ESE) Managers. Duties to include:

- Lead work streams or elements of larger projects under the direction of the Faculty Education and Student Experience Management Team.
- Provide high quality project management support, e.g. drafting project documentation, monitoring progress, co-ordinating project meetings.
- Plan and organise events, e.g. student engagement events, celebrations, focus groups and student surveys.
- Collect management information relating to ESE as required.
- Implement Faculty owned actions originating from Learning Community Forums and ESE Boards.
- Assistance with compiling and analysing of student survey results and feedback (e.g. from Learning Community forums, NSS and focus groups).
- Identifying and escalating high-risk issues to the Education and Student Experience Management Team with appropriate provision of recommendations for solutions.
- Compile, update and manage the distribution of project reports and updates.
- Respond to requests for documentation, taking into account confidentiality issues and access rights.

### Other duties

- 5 %
<p>| Any other duties commensurate with the level of post as directed as required. |  |</p>
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<th>Person specification</th>
<th>Essential</th>
<th>Desirable</th>
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| **Skills**           | ▪ High level of IT skills, including MS Teams, Word and Excel and ability to integrate different packages.  
▪ Excellent written and verbal communication skills, including development of procedure, guidance and/or policy documents.  
▪ Ability to manage a large amount of data accurately.  
▪ High degree of initiative, responsibility and self-motivation, and a professional attitude, with a proactive approach to problem solving.  
▪ Ability to prioritise and manage own workload with minimum supervision.  
▪ Ability to work accurately under pressure and to meet deadlines.  
▪ Appreciation of other cultures and languages.  
▪ Ability to work as part of a team | |
| **Knowledge and experience** | ▪ Experience of working/responding independently and dealing with unforeseen problems and circumstances.  
▪ Experience of developing strong working relationships with a range of individuals in an organisation, including very senior colleagues.  
▪ Experience of working in an environment where several tasks need to be undertaken simultaneously. | ▪ Knowledge of University procedures and systems |
| **Qualifications, certification and training (relevant to role)** | ▪ A level, or equivalent, plus experience of working in a relevant role OR considerable relevant experience in relevant role | ▪ Educated to degree level |
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

- **Line manager**
- **Role holder**
- **Key stakeholder relationships**
  - Academic colleagues
  - Faculty Education and Student Experience Team colleagues
  - Students