



Job title	Education and Student Experience Manager	Job family and level	Administrative, Professional and Managerial Level 4
School/ Department	Faculty of Science	Location	UoN

Purpose of role

To support education and student experience (ESE) in the Faculty of Science by providing leadership and management to ensure successful delivery of the ESE elements of the Faculty's Strategic Plan. The role holder will contribute to ESE strategy and operation planning and develop processes to continually improve the service provided to both students and staff. The role holder will work with the Senior ESE Manager and Faculty ESE Team to identify opportunities to improve the student experience, develop initiatives and manage projects to completion. They will ensure communication and relationship management with students, academics and professional services colleagues to ensure the successful delivery of Faculty goals in relation to education and student experience.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Education and Quality Assurance Support and Management</p> <ul style="list-style-type: none"> • Support the development of Faculty-specific teaching and learning policies and procedures. • Identify gaps in education and student experience information available to Schools and formulate solutions for these. • Analyse and track data relating to inclusivity and widening participation in taught programmes across the Faculty and support in identifying solutions • Support the ESE Team in liaising with and providing advice to Schools relating to: <ul style="list-style-type: none"> - Curriculum review - Educational Enhancement and Assurance Review - Annual monitoring - Access and Participation Plan / Teaching Excellence Framework 	30%

2	<p>Teaching and Learning Enhancement</p> <ul style="list-style-type: none"> • Work with key stakeholders in the Faculty and across the University to identify and share good practice, including through the Faculty's Teaching & Learning seminar programme • Advise on the development, dissemination and implementation of new policy to enhance the student experience. • Promote innovative use of digital, blended and active learning techniques • Support the Faculty Education Committee and Student Experience Committee, chasing and monitoring progress against action points • Support the activities of the Faculty teaching-focused staff network and Faculty Communities of Practice • Audit progress against the University goal on teaching qualifications and support the promotion of the Nottingham Recognition Scheme. • Work with colleagues to ensure an effective Faculty approach to engaging with students through Learning Community Fora (LCFs) • Improve student communication mechanisms and participation, including supporting work associated with student surveys. • Contribute to the Faculty's Teaching & Learning web and Moodle pages. 	30%
3	<p>Project Management</p> <ul style="list-style-type: none"> • Support the Faculty ESE team in identifying initiatives to enhance the student experience based on research across the University and the wider HE sector. • Manage the implementation of agreed events and initiatives, overseeing project schedules, monitoring progress and organising project teams as appropriate. • In liaison with colleagues in Schools and the wider University, plan, deliver and evaluate events to enhance the student experience. • Support the promotion of activities relating to internationalisation in teaching and learning and employer engagement in the curriculum. • Organise training workshops and briefings. • Evaluate initiatives and report to colleagues on their effectiveness. 	30%
4	<ul style="list-style-type: none"> ▪ Any other duties appropriate to the role and level 	10%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Proven ability to interpret and advise on complex guidelines and policy. • Excellent verbal and written communication skills, including drafting complex documentation, presenting, etc. • Excellent IT and data literacy. • Excellent organisational and time management skills, including proven ability to manage a demanding workload with competing priorities and challenging deadlines. • Tact, diplomacy, flexibility and discretion. Appreciation of other cultures and languages. 	<ul style="list-style-type: none"> • High level of numeracy and proven ability to analyse and manipulate figures and data with ease
Knowledge and experience	<ul style="list-style-type: none"> • Comprehensive, working knowledge of teaching and learning in Higher Education • Proven experience in a relevant role. • Change management and independent problem-solving experience. • Proven ability to work creatively and collaboratively with colleagues and students. • Proven ability to negotiate, motivate and influence stakeholders. 	<ul style="list-style-type: none"> • Understanding of the current issues facing Higher Education • Awareness of the Higher Education sector, university decision making, structures and procedures
Qualifications, certification and training (relevant to role)	<p>EITHER</p> <ul style="list-style-type: none"> • Degree educated and experience in a similar role <p>OR</p> <ul style="list-style-type: none"> • Proven track record of extensive relevant work experience 	<ul style="list-style-type: none"> • Honours degree in Science-related discipline OR • Postgraduate qualification.
Additional Information	<p>The role makes a direct contribution to the student experience elements of the Faculty's Strategic Plan and requires significant grounding in a relevant role, sensitivity, tact, negotiating skills, respect, authority and trust in order to achieve its aims.</p>	



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



