



Job title	Faculty Education and Student Experience Manager	Job family and level	Administrative, Professional and Managerial Level 4
School/ Department	Faculty of Arts	Location	University Park Campus

Purpose of role

To provide leadership and management to ensure successful delivery of the education and student experience elements of the Faculty’s Strategic Plan. Working as part of the Faculty Education and Student Experience team, and alongside the School and Faculty senior teaching staff, the role holder will contribute to Education and Student Experience strategy and operation planning; provide curriculum oversight; monitor, review and develop School and Faculty processes to continually improve the service provided to both students and staff. The role holder will work to improve student experience, identifying issues to be addressed, developing initiatives and managing projects to completion. They will ensure communication and relationship management with key members of the University, in particular liaison with students, academics and Registry and Academic Affairs in order to ensure the successful delivery of School and Department requirements 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"> ▪ Manage and lead the support for Teaching and Learning provided by Faculty ESE Senior Administrators. ▪ Support the development of Faculty and School specific teaching and learning policies and procedures; ensure communication to all relevant parties including academic staff and Registry and Academic Affairs; support the development of new Taught programmes. ▪ Liaise closely with Registry and Academic Affairs to ensure that School and Departmental requirements relating to Teaching and Learning. ▪ Identify gaps or shortfalls in education and student experience information relevant to the department and formulate solutions for these. 	35%

	<ul style="list-style-type: none"> ▪ Oversee quality assurance procedures across the Faculty’s teaching provision ensuring compliance with University/Faculty/School policies and procedures, including: <ul style="list-style-type: none"> ○ Curriculum review and EEAR ○ Annual monitoring ○ External Examiners ○ Teaching Excellence Framework ○ In liaison with relevant staff ensure all issues raised through quality assurance procedures are logged, investigated and acted upon. ○ Support the management and resolution of complaints and appeals. ▪ Support School/Department Education and Student Experience Committees 	
2	<p>Improving the Faculty Student Experience</p> <ul style="list-style-type: none"> ▪ Work with senior leaders in the Faculty, e.g. HoS, FAPVC-ESE, Faculty Head of ESE and key stakeholders in the Faculty and across the University to: <ul style="list-style-type: none"> ○ Identify and share best practice across the Faculty ○ Co-ordinate initiatives to enhance the student experience ○ Advise on the development, content, dissemination and implementation of new policy to enhance the student experience ○ Monitor progress against and chase action points for Faculty ESE-related boards ▪ Work with academics, the Students’ Union and Registry and Academic Affairs staff to ensure an effective Faculty approach to feedback gained through Learning Community Fora (LCFs): <ul style="list-style-type: none"> ○ Ensure that feedback collected during LCFs is logged, tracked and acted upon ○ Ensure that students are notified of the outcomes as a result of their feedback ○ Act as an independent ombudsman to further investigate matters arising during LCFs ○ Identify solutions to problems, and advise colleagues accordingly ▪ Identify, log and coordinate action on issues raised at School and Department Committees which impact on education and student experience. ▪ Support work associated with student surveys (e.g. National Student Survey (NSS), NSES, PTES, PRES): <ul style="list-style-type: none"> ○ Work with academic staff to ensure that areas for improvement are acted upon and that these are logged and tracked, and that staff are accountable for their areas ○ Facilitate the sharing of best practice embedding this into operations as appropriate 	30%

	<ul style="list-style-type: none"> ○ Work with the Faculty and School Marketing teams and Registry and Academic Affairs staff to create and implement a strategy for encouraging students to participate ○ Work with relevant Faculty staff to identify key themes for improvements and designed actions to be presented to the FESEB and School Education and Student Experience Committees. ▪ Organise and run ad-hoc student focus groups to gather further student feedback to areas which are relevant and important to Faculty developments. ▪ Coordinate Students as Change Agents projects within the Faculty, liaising with relevant parties to progress project outcomes. ▪ Attendance of relevant committees/boards ▪ Analysis of datasets ▪ Work with Faculty and School Marketing teams to promote ESE activity and to encourage student participation in initiatives. 	
3	<p>Project Management</p> <ul style="list-style-type: none"> ▪ Identify potential initiatives based on research across the University and the wider HE sector; recommend these to the Faculty Education and Student Experience Board for review and then implement accordingly ▪ Work with academics to identify initiatives and support their delivery ▪ Provide high quality project management support, overseeing project schedules, developing documentation, monitoring progress and organising working groups ▪ Organise project related events such as training workshops and briefings ▪ Identify and escalate high risk issues to senior staff with appropriate provision of recommendations for solutions ▪ Compile, update and manage the distribution of project reports to agreed audiences ▪ In liaison with School Marketing and Events teams develop, deliver and evaluate events to enhance the student experience ▪ Evaluate initiatives and report to relevant senior members of staff on their effectiveness 	10%
4	<p>Relationship Management</p> <ul style="list-style-type: none"> ▪ Build and maintain effective relationships with the Students' Union, to ensure that the student experience is enhanced 	10%

	<ul style="list-style-type: none"> ▪ Build relationships with students, including society presidents, and elected representatives, to ensure that they feel comfortable in sharing feedback and suggesting improvements ▪ Work with societies to identify collaborative projects/events which improve the student experience within the Faculty ▪ Build and maintain relationships with key Registry and Academic Affairs staff to address student and staff feedback on issues impacting the student experience ▪ Work with colleagues across the University to share best practice and where appropriate, collaborate on student experience projects ▪ Attend and be a part of the University Student Experience Network, identifying any areas of implementation relevant to the Faculty ▪ Build and maintain relationships with academic colleagues to ensure that collaboratively, the student experience is enhanced within the Faculty ▪ Build and maintain a network external to the University to facilitate improvements through the sharing of best practice 	
5	<p>Staff Management and Development Line management responsibility for Education and Student Experience Senior Administrators:</p> <ul style="list-style-type: none"> ▪ Ensure staff expertise is utilised effectively in meeting objectives to support Schools and Departments in the Faculty; ▪ Lead regular skills audits, ensuring staff have the skills to meet current and future challenges; ▪ Monitor performance and take appropriate action to ensure that service standards are delivered; ▪ Coordinate activity/performance review for team members. 	10%
6	<p>Special projects and any other duties as appropriate to the level of the post</p>	5%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Change management and independent problem-solving. ▪ Proven ability to interpret and advise on complex guidelines and policy. ▪ Excellent verbal and written communication skills, including working with students to gather feedback and enhance their experience, drafting complex documentation, presenting, etc. ▪ Proven ability to work creatively and collaboratively with colleagues varying levels of seniority and students. ▪ Proven ability to negotiate, motivate, lead and influence individuals and teams. ▪ Excellent IT and data literacy ▪ Excellent organisational and time management, including proven ability to manage a demanding workload with competing priorities and challenging deadlines. ▪ Tact, diplomacy, flexibility and discretion. 	
Knowledge and experience	<ul style="list-style-type: none"> ▪ Comprehensive, working knowledge of HE teaching and learning policies and procedures. ▪ Proven experience in a relevant role. ▪ Appreciation of other cultures and languages. ▪ Experience of developing strong working relationships with a range of stakeholders. 	<ul style="list-style-type: none"> ▪ Knowledge of UoN systems, e.g. Moodle ▪ Project Management.
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ A good honours degree in Arts or Social Sciences and English and Maths (grade C or above) at GCSE or proven track record of extensive relevant work experience in an equivalent role. 	<ul style="list-style-type: none"> ▪ Postgraduate qualification



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

