



Job title	Operations Manager (ESE)	Job family and level	Administrative, Professional and Managerial (APM) Level 4
School/ Department	School of Law	Location	University Park Campus

Purpose of role

As Operations Manager (ESE) you will be part of the School's operational management team and will be responsible for the day-to-day management, coordination, delivery and continuous improvement of professional services support for Education and Student Experience (ESE) in the School of Law.

Working closely with the School's Senior Operations Manager and academic leadership team(s), and colleagues in the Faculty and Central Professional Services teams, you will line manage a team of professional services staff. You will oversee and coordinate seamless operations and support, which underpins world-class teaching, an engaged student community and an excellent student experience, ensuring compliance with University policy and processes.

You will oversee the School's work in all areas of ESE, which form a key part of students' life at university e.g. induction/Welcome Week, timetabling, curriculum updates, student engagement, and other ongoing processes, as well as driving continuous improvement.

In addition, you will help monitor, manage, and plan resource allocation, develop and implement local policy, processes, strategy, and plans. You will also be a key member of the School's operational leadership team, alongside the Operations Manager (RKE and Core Operations) and the Senior Operations Manager.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	Faculty-wide Projects, Initiatives and Engagement <ul style="list-style-type: none"> Under the direction of the Heads of Operations and Head of ESE, plan, manage, and/or contribute to the delivery of Faculty-wide initiatives and projects. Contribute to the development, implementation and evaluation of specific elements of Faculty strategy and plans. Lead/contribute to the development and delivery of cross-cutting projects and initiatives, working with colleagues, coordinating staff and managing budgets, to ensure successful delivery. 	10%
2	Operations and Governance	65%

	<ul style="list-style-type: none"> • Manage, coordinate and provide specialist support, advice and guidance on operational functions, activity, policy and processes within the School. • Provide executive support to members of the School’s leadership team, including writing reports, presentations, and briefing papers and managing School committees and meetings. • Build and maintain strong and effective relationships with colleagues in Central Professional Services and across the Faculty in order to provide seamless operational support and a point of escalation to resolve issues. • Monitor and report on progress against strategic and operational plans and performance indicators. • Coordinate the collection and preparation of information and documentation for quality assurance and enhancement purposes. • Manage and control operational budgets in the School and contribute to the development of business cases and funding proposals. <p>Education and Student Experience</p> <p>Under the direction of the Senior Operations Manager and Head of ESE, and supported by the School’s Operations Team, manage and coordinate:</p> <ul style="list-style-type: none"> • ESE-related activity that support high-quality academic delivery and excellent student experience and support. Guidance and support will be provided by the Faculty team. This includes but is not limited to: student induction; module choice; module enrolment support; moodle support; timetabling; extenuating circumstances and support planning • The development and implementation of ESE-related action plans, strategies, plans and policy. • ESE-related governance and compliance, including planning, preparing and managing local support for the Teaching Excellence Framework (TEF), Annual Monitoring, Curriculum Update, Student Voice-related action plans, and Peer Observation of Teaching. (Guidance and support provided by colleagues in the Faculty team and RAA.) • Contribute to the development and delivery of student number targets and a comprehensive annual student recruitment and conversion plan. Working closely with the Admissions Tutors and supported by colleagues in the Faculty and External Relations. • Provide strategic and policy support to the Director of ESE and other relevant Academic Directors, and to School ESE committees/meetings. • The collection of Teaching-related data to support the delivery and reporting of Academic Workload Planning. 	
3	<p>People</p> <ul style="list-style-type: none"> • Provide direct and indirect line management of professional services staff in the School. Including managing recruitment, selection, performance and development. • Work closely with the Senior Operations Manager on the development and deployment of Professional Services colleagues in the School to the support School and Faculty priorities. 	10%

4	<p>Continuous Improvement</p> <ul style="list-style-type: none"> • Working with colleagues within the School and across the Faculty, contribute to the continuous improvement of operational systems and processes. • Actively engage with and contribute to the Faculty's Professional Services Networks and communities of practice. 	10%
5	<p>Representation</p> <ul style="list-style-type: none"> • Represent the School/Faculty on appropriate University committees and working groups. • Deputise for the Senior Operations Manager as appropriate 	5%
6	Any other duties appropriate to the level of the role holder	

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Ability and willingness to manage and/or supervise ▪ Planning, data analysis, and reporting ▪ Problem solving skills and the ability and confidence to make independent decisions ▪ Excellent communication, interpersonal and influence and negotiating skills ▪ Ability to building collaborative relationships, sharing knowledge and supporting colleagues ▪ High-level of self-motivation ▪ Excellent planning, organisational skills and a flexible approach. ▪ Empathy, showing awareness, understanding and sensitivity ▪ Tact, diplomacy and a commitment to confidentiality. ▪ High level of IT skills and digital competency 	<ul style="list-style-type: none"> ▪ Ability to use Power Platforms e.g. PowerBI, PowerApps, PowerAutomate etc.
Knowledge and experience	<ul style="list-style-type: none"> ▪ Experience of supervising and/or supporting colleagues to deliver ▪ Experience of working in a busy office environment with multiple simultaneous tasks and deadlines ▪ Experience of defining priorities, working flexibly and effectively under pressure and making decisions quickly with confidence ▪ Experience of working/responding 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 ▪ Experience of communicating effectively with staff at all levels and working collaboratively ▪ Financial awareness and budgetary experience ▪ Experience of monitoring KPIs 	<ul style="list-style-type: none"> ▪ Experience of working in an ESE-related operational role ▪ Comprehensive knowledge and understanding of Higher Education teaching and learning policies and procedures. ▪ Awareness of current and future activities of the University relevant to the role

<p>Qualifications, certification and training (relevant to role)</p>	<ul style="list-style-type: none"> ▪ Honours degree and/or professional qualification, OR proven track record of relevant work experience, demonstrating practical and theoretical knowledge of the field of work. 	<ul style="list-style-type: none"> ▪ Formal Project management and/or process improvement qualification e.g. PRINCE2, LEAN, etc
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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.



The School of Law holds a Bronze Athena SWAN award in recognition of our achievements in promoting and advancing these principles.

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

