Job title	Education and Student Experience Senior Administrator	Job family and level	Administrative, Professional and Managerial Level 3
School/ Department	Faculty of Science	Location	To be confirmed depending on school allocation.

Purpose of role

The purpose of the role is to provide senior administrative support for education and student experience (ESE) in specific Schools. This will include contributing to the planning, administration and management of the student lifecycle. You will work closely with the School Operations team and Faculty ESE team and help to operationalise activity at School level related to the Faculty's Education and Student Experience Strategic Aims. You will also be a key contact for liaison between academic colleagues, Student Services and other central university teams. You will undertake a range of duties associated with teaching and academic support which are vital to ensure a quality learning experience.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	**School co-ordination of ESE Activity** You will be a primary contact for staff within specific Schools, developing detailed ESE knowledge specific to the School whilst also having an extensive understanding of the Faculty and University level ESE activity. ▪ Build positive working relationships with key contacts from other teams and departments to support the School ESE activities. ▪ Facilitate information flow from Schools to key stakeholders and vice-versa. ▪ Escalate high risk issues to the School Operations Team and/ or the Faculty Education & Student Experience Team with appropriate recommendations for solutions. ▪ Liaise with course-based societies and the Student Union to improve the student experience. ▪ Become part of an ESE Operations community of practice, identifying good ESE practice and sharing it with colleagues for the benefit of all students.	30%
2	**ESE Processes** You will provide senior administrative support for ESE processes in the Schools. This may include:	30%

	▪ Coordinating completion of School Quality Assurance and Enhancement activities. ▪ Coordinating and communicating curriculum changes in accordance with published deadlines. ▪ Supporting and coordinating the provision of module choice information and events for students ▪ Maintaining up to date School information e.g. handbooks, Moodle pages. ▪ Participating in Learning Community Fora where appropriate and colleagues to ensure action points are addressed and escalated as required. ▪ Coordinating School communications to students. ▪ Compiling and summarising student feedback and closing the feedback loop to students. ▪ Reviewing ESE processes with the Operations team and ESE team and providing recommendations for improvement	
3	**Project support for ESE initiatives** ▪ Lead work streams or elements of larger ESE projects under the direction of the Operations Team or the Faculty ESE Team. This may include student engagement events, careers activities, mentoring programmes or equality, diversity and inclusion initiatives. ▪ Provide high quality project management support, e.g. drafting project documentation, monitoring progress, coordinating project meetings. ▪ Arrange induction and recruitment timetabling and events ▪ Coordinate School-level involvement with Faculty ESE events and initiatives.	30%
4	**Other duties** • Direct line management of an administrative team as required • Any other duties commensurate with the level of post as directed/ as required*.	10%

Person specification

	Essential	Desirable
Skills	▪ Excellent IT skills, including MS Word, Teams and Excel and ability to integrate different packages. ▪ Excellent verbal and written communication skills, including development of procedure, guidance and/or policy documents. ▪ Excellent organisational and time-management skills. ▪ Ability to work effectively as part of a team	▪ Data analysis and management skills
Knowledge and experience	▪ Excellent understanding of the undergraduate and postgraduate taught student journey ▪ Understanding of the importance of equality, diversity and inclusion (EDI) considerations for student experience. ▪ Experience of developing strong working relationships and collaborating with a range of individuals in an organisation. ▪ Experience of managing or contributing to the successful delivery of projects involving multiple stakeholders. ▪ Experience of building working relationships with internal and external parties.	▪ Knowledge of Higher Education operational and administrative systems and processes. ▪ Experience of working with student data
Qualifications, certification and training (relevant to role)	▪ HNC/HND or equivalent plus English and Maths at GCSE or equivalent OR substantial work experience in education.	▪ Educated to degree level OR substantial work experience in higher education
Statutory, legal or special requirements		▪ Understanding of General Data Protection Regulations (GDPR)

Athena SWAN Silver Award

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

> Senior Operations Manager

Role holder

> **Education and Student Experience Senior Administrator**

Key stakeholder relationships

> School colleagues

> Faculty Education and Student Experience Team colleagues

> Students