1 Advertisement

Post Title: Assistant Education Manager
School/department: School of Media, Arts and Humanities
Hours: Full time considered up to a maximum of 1 FTE / 36.5 hours
Requests for flexible working options will be considered (subject to business need).
Location: Brighton, United Kingdom
Contract: fixed term until November 2023
Reference: 20265
Salary: starting at £32,411 to £36,333 per annum current salary scales can be found here
Placed on: 02 May 2023
Closing date: 19 May 2023. Applications must be received by midnight of the closing date.
Expected Interview date: To be confirmed
Expected start date: As soon as possible

We are seeking a creative, proactive, and dynamic communicator to join our Education & Students management team in the School of Media, Arts and Humanities. This post will work closely with the School leadership team to implement the education strand of the school strategy. Lead the development of PS systems, policies and processes that support implementation of the School Education Strategy and to manage a small team of school professional services staff.

Please contact Hayley Bowerman H.L.Bowerman@sussex.ac.uk for informal enquiries.

For full details and how to apply see our vacancies page

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

Please note: The University requires that work undertaken for the University is performed from the UK.

2.   The School / Division

The School of Media, Arts & Humanities formally launched on 1st September 2020. The School is situated in the Arts A, Arts B and Silverstone Buildings. Media, Arts and Humanities is a School that brings together a wide range of disciplines including English, History, Art History, Philosophy, Media, Film, Music and Language Studies. The School of Media, Arts and Humanities offers a vibrant

platform for high-quality teaching and learning, and cutting-edge, interdisciplinary research in a friendly and supportive atmosphere, combining theory, practice, activism and critical and creative work.

For students there is a real focus on graduate employability, with an exciting industry facing curriculum with work placements and strong links with cultural institutions such as the BBC and museums, theatres, and galleries around the world.

Please find further information regarding the school/division at
https://www.sussex.ac.uk/schools/media-arts-humanities/

3.   Job Description

Job Description for the post of: Assistant Education Manager

Department: Education & Students

Section/Unit/School: School of Media, Arts and Humanities, Professional Services

Location: Arts A

Grade: 6

Responsible to: Senior Education Manager

Responsible for: Student Experience Team

Role Description:

To work closely with the School's leadership team to implement the education and student experience strand of the school strategy. Lead the development of PS systems, policies and processes that support implementation of the School Education and Student Experience Strategies and to manage a small team of school professional services staff.

The school is looking to develop its portfolio of activities in student engagement and enhancement. The post will encompass regulatory and compliance functions, as well as developing key engagement activities, events and initiatives that enhance the overall student experience within the school, with a focus on employability and placements, field trips, excursions and events, co-creation and curriculum development.

This is a busy and varied role which requires the post holder to communicate persuasively and tactfully with academic staff and to be in regular communication with students (which may include confidential matters).

PRINCIPAL ACCOUNTABILITIES

1. Manage, promote, and maintain high quality, Professional Services, engendering a culture of continuous improvement.

2. Lead the operational outputs of a small team of individuals.

3. Ensure compliance with all relevant legislation and University regulations and policies, interpreting the same and advising on their practical application.

4. Work in partnership with other key stakeholders to ensure seamless service

KEY RESPONSIBILITIES

1. Team leadership
1.1 Lead a small team to support the achievement of targets and objectives
1.2 Allocate available resources to achieve targets and objectives including supporting the selection, induction, performance management and development of team members
1.3 Ensure team understanding and application of operational standards are embedded in the methods of working
1.4 Support the development of others, providing training and coaching in area of expertise
1.5 Foster an ethos of continuous improvement

2. Service Delivery
2.1 Working within university policy and procedure, undertake day-to-day local team leadership of operational matters in the process and/or procedure in the area of expertise. Plan and implement activities of the team to ensure the achievement of team targets and objectives.
2.2 Ensure effective systems and procedures are in place to support the achievement of key performance targets in area of responsibility.
2.3 Support the implementation of improvements to systems and procedures in area of responsibility to ensure effective administration within area of responsibility.
2.4 Maintain appropriate records and documentation commensurate with policy and procedure.
2.5 Provide reports internally and externally as appropriate. To undertake analysis, interpretation and presentation of standard data to inform decisions related to subject area.
2.6 Identify critical issues when resolving problems and use university policy and procedure to support the application of appropriate resolutions.

3. Policy and Procedure
3.1 Work within policy and procedure, providing advice to enquiries on the application of policy/procedure as required.
3.2 Contribute to policy decisions and improvement in area of expertise.

4. Customers and Stakeholders
4.1 Proactively work with internal and external stakeholders, colleagues or students to ensure the effective service delivery, providing data and information to inform decisions as necessary, showing appropriate sensitivity when needed.

5. Role specific responsibilities

5.1 Contribution to the school education and student experience strategies including leading the delivery and development of policies and processes to support its implementation.

5.2 Work with the Senior Education Manager and Associate Dean for Education to achieve the school's strategic priorities aligned to the Education & Students portfolio.

5.3 Administrative support for school education delivery

5.4 Development and delivery of professional support for educational compliance processes.

5.5 Develop communications to support internal systems and processes and external engagement

5.6 Engage with relevant meetings internally and externally to identify future opportunities for engagement and collaboration specifically including cross school working.

5.7 Professional development and training through attendance at events and development of professional networks.

5.8 Work collaboratively with other teams in the school to support students throughout their time with the school, including the Curriculum & Assessment Team, Course Administration team, Communications team, and the Education Management team.

To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed.

INDICATIVE PERFORMANCE CRITERIA

- Leading a small team of individuals to ensure the successful delivery of their operational outputs

- Budgetary work generated by this team falls within the budgets of the Associate Dean for Education, Association Dean for Student Experience and Senior Education Manager

- Responsible for project planning to enhance the service delivery of the Education & Students portfolio

- Responsible for supporting the Education & Students portfolio's annual cycle of business

- The post holder will manage their own work and achieve their agreed objectives. In doing this they ultimately support the achievement of the strategic and operational goals of the University, Professional Services & their division. The post holder may be expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.

- Support achievement of the School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote

good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.

- Balance effectiveness and cost-efficiency in the management of the budgets you are accountable for, demonstrating compliance with Value for Money and Return on Investment principles to support the University's strategic aim to achieve a world-class standard of teaching and research by managing our resources effectively and efficiently.

4. PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Normally educated to degree level, or other equivalent qualification, or relevant level of experience, as appropriate to the discipline (see role-specific criteria below).]

2. A practical knowledge and understanding of the learning experience of students.

3. Demonstrable effective leadership skills

4. Good oral and written communication skills with the ability to present information in a way that can be understood the audience.

5. Planning and organisational skills with the ability to delegate to team members where appropriate.

6. Well-developed interpersonal skills with the ability to influence team members, effectively contribute to team working to build and develop working relationships.

7. Analytical skills with the ability to generate effective solutions and make effective decisions

8. Commitment to customer excellence

9. Effective IT Skills on MS platform.

ESSENTIAL ROLE-SPECIFIC CRITERIA

- Experience of effective working within a complex and challenging organisation
- Experience in dealing with diverse groups of people with differing requirements and issues including students.
- The ability to review the impact and effectiveness of implemented activities, incorporating metrics and anecdotal evidence.
- Vision & creativity in terms of development opportunities within the role's remit.
- A desire to work with students on co-creation projects.

DESIRABLE CRITERIA

- Knowledge of the Higher Education sector in relation to student education, regulation and/or compliance.
- Experience of delivering curriculum enhancing activities/programmes for students.
- Knowledge of the university admissions processes.

- Experience of interpreting, and working within the context of, national policy.
- Experience of working with student record systems
- Previous experience of report writing.
- Previous experience of budget/bursary management.