



1 Advertisement

Post Title: Assistant Education Manager (Student Engagement & Enhancement)

School/department: University of Sussex Business School, Professional Services

Hours: Full time hours considered up to a maximum of 36.5 FTE to include occasional evenings and weekends.

Requests for flexible working options will be considered (subject to business need).

Contract: Permanent

Reference: 9171

Salary: starting at £31,411 to £35,333 per annum, pro rata if part time

Placed on: 02 August 2022

Closing date: 22 August 2022 Applications must be received by midnight of the closing date.

Expected Interview date: To be confirmed

Expected start date: As soon as possible

The Business School is seeking to appoint an Assistant Education Manager, to be part of our Student Experience Team and wider division of Professional Services. The role works closely with the Director of Student Experience, Education & Student Leads, Directors of Teaching & Learning, Director of Internationalisation Student Academic Success Advisors, Comms Team, and Associate Dean for Education & Students, to deliver work and projects that support the *Learn to Transform* part of our Strategy.

The School is looking to develop its portfolio of activities in the area of student engagement and enhancement, and whilst the role encompasses regulatory and compliance functions, it also has scope to develop key activities, events and initiatives that enhance the overall student experience within the Business School. The team currently, works in the areas of

- Attendance monitoring & visa compliance
- Internationalisation
- Trips & Excursions
- Student Reps, Mentors & Ambassadors
- Student facing events
- NSS
- Non-curriculum-based, student enhancement programmes
- Technology based enhancements
- Student support related matters

The role requires a creative, enthusiastic and well-organised administrative manager, who is a good team member, with proven project management skills.

Creativity is essential in this role as there is scope to contribute ideas with regards to developing initiatives that deliver on student enhancement. Experience in running &

organising events is also highly desirable. The diversity of tasks within this role's remit makes this a varied, challenging and exciting role with great opportunity to develop and explore new skills through benefiting from the knowledge and experience of key academic leads, so is particularly good for those looking for a new challenge.

The post holder must also be able to handle sensitive, support related matters in a confidential & professional manner.

Please contact Caroline Barrow (c.barrow@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.

2. The School / Division

Please find further information regarding the school/division at <https://www.sussex.ac.uk/business-school/>

3. Job Description

Job Title:	Assistant Education Manager (Student Engagement & Enhancement)
Grade:	Grade 6
School/Division:	Business School
Location:	Jubilee Building with remote working, subject to business need
Responsible to:	Senior Education and Operations Manager
Direct reports:	Members of the Student Experience Team
Key contacts:	Director of Student Experience (plus Deputy), Associate Dean of Education and Students, Directors of Teaching and Learning, Education & Student Leads, Director of Internationalisation.

Role description:

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The role requires a creative, enthusiastic and well-organised administrative manager, who is a good team member, with proven project management skills. The ability to take a lead, manage projects and staff, and work effectively under pressure, will be essential. The School aims to continuously review and improve its use and application of new technologies that lead to process improvements and efficiencies of service and the applicant should be comfortable with adopting new ways of working.

The right individual for this role, will be keen to interact and work alongside students, with the aim of incorporating the student voice to enable co-creation projects that result in the enhancement of the experiences of the different cohorts within the Business School.

The School has a diverse range of student groups that include, MBA, ODL, placement, study abroad, direct entry, visiting & exchange, UG and PG students, all with a varied array of backgrounds, making this an exciting role for any individual who is particularly confident with leading groups in diverse settings.

The School also has key aims and objectives with regards to sustainability goals, for which this team is key and sustainability is a focal point for activities generated in this area.

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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 policies, interpreting the same and advising on their practical application.
4. Work in partnership with other key stakeholders to ensure seamless service
5. Contribute to the delivery and implementation of the Business School's *Learn to Transform* strategy, through work in the area of student engagement & enhancement.

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. Student Engagement and Enhancement

- 5.1 Deliver the Engagement and Enhancement activities aligned to the Learn to Transform Strategy
- 5.2 Work with the Director and Deputy Director of Student Experience to monitor student engagement and to identify and intervene to support students with lower levels of engagement and to signpost to specialist support services as required.
- 5.3 Work with the Director and Deputy Director of Student Experience to arrange a programme of enhancement events that align to supporting the University's/School's goals regarding graduate success & outcomes and ensure that the Business School has world ready graduates.
- 5.4 Work with the Director of Internationalisation and Course Convenors to arrange activities and opportunities for students to experience different cultures.
- 5.5 Recruit and oversee the Business School student ambassadors, mentors and reps.
- 5.6 Contribute to and be sponsor of a range of student events, including Open Days and Welcome Events.
- 5.7 Contribute to and support with extracurricular enhancement activities.

- 5.8 Work collaboratively with other teams in the School to support students throughout their time with the Business School, including the Academic Success Advisory Team, the Curriculum & Assessment Team, the Comms & Engagement Teams, the Reception Team and other teams working within the remit of course administration.

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 team of 4-6 members of staff
- Budget for work generated by this team falls within the budgets of the Associate Dean of Education & Students and Senior Education & Operations Manager.
- Responsible for any student experience related events & merchandise paraphernalia.
- Responsible for the delivery of the Student Experience Team's cycle of business.
- The post holder reports to the Senior Education & Operations Manager, working under comprehensive direction within a clear framework 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 Division's/Unit's/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.

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 specialist area.
3. Effective team 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. Experience using functional databases.

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Knowledge of the student life cycle.
2. Experience of working with diverse groups of people, ideally including students.
3. Experience of leading on projects and delivering to deadlines.
4. The ability to co-ordinate and lead large groups and activities.
5. The ability to handle sensitive, support related matters with a professional & confidential approach.
6. The ability to review the impact and effectiveness of implemented activities, incorporating metrics and anecdotal evidence.
7. Vision & creativity in terms of development opportunities within the role's remit.
8. A desire to work with students on co-creation projects.

DESIRABLE CRITERIA

1. Knowledge of the Higher Education sector.
2. Experience of organising and running events
3. Experience of delivering curriculum enhancing activities/programmes for students.
4. An understanding of the issues facing students within the HE sector.