Manager, Associate Lecturer Support and Professional Services

About the role

The Manager, Associate Lecturer Support & Professional Development is responsible for the delivery of operations and development projects pertaining to associate lecturer support, communications and staff development.

At present, key areas of responsibility include:

- Co-ordination of TutorHome content; working with a range of Stakeholders across the university to ensure information and materials to support ALs is current and audience appropriate
- Ensuring the effective and efficient day-to-day operations of SEaM and Associate Lecturer Career Development Staff Appraisal (CDSA) administration
- Production and circulation of Management Information relating to Associate Lecturer CDSA and Associate Lecturer mandatory training
- Responsibility for managing the maintenance of the suite of ALSPD intranet sites
- Co-ordination of the development of the Associate Lecturer Support & Professional Development Virtual Learning Environment (VLE) sites
- Provision of support to Associate Lecturer Support & Professional Development team colleagues and colleagues in Student Recruitment and Support Centre(s) with online technology issues (e.g. use of VLE Moodle sites, TutorHome technical issues), liaising with IT and other technical experts as appropriate
- Arranging and leading staff development activity, as appropriate, to support faculty and Student Support Team colleagues in their work on Associate Lecture support and staff development
- Leading and advising colleagues on the operations relating to the Associate Lecturer Staff Development Event Evaluation process
- Provide management for small-scale development projects that the wider team is responsible for delivering
- Line management of a Team Administrator (Grade 5)
- Committee Secretary to the ALSPD Group and other Associate Lecturer Support & Professional Development working groups
- Maintaining effective working relationships with other business areas across the University to develop and promote the work of Associate Lecturer Support & Professional Development
- Drafting communications for a wide range of Stakeholders
There will be a requirement to occasionally work in the evenings and at weekends to support Associate Lecturer Staff Development Events at various points during the year.

There may also be a need to travel to other University and UK locations to support Associate Lecturer Support and Professional Services Events, with the necessity for occasional overnight stays (all reasonable expenses will be paid).

**Skills and experience**

- Educated to degree level or equivalent qualification and equivalent skills and experience gained in a customer focused management environment
- Significant understanding and experience of the role of Associate Lecturer, OU systems and databases
- Excellent IT skills including an up-to-date knowledge of relevant software packages, particularly Microsoft Word and Excel and a proven ability to understand the technical issues of web-based systems
- Experience of querying and selecting data using multiple applications
- Experience of working with IT systems and databases to deliver services to customer groups
- A track record of working under pressures as part of a team and under own direction to plan, prioritise and deliver high quality outputs on time and within budget
- Innovative, self-reliant and dedicated approach to duties with commitment to supporting others to develop and promoting equal opportunities
- Ability to liaise and communicate and seek feedback from customers and colleagues at all levels of an organisation