Job Description – Head of Student Experience - Law, Ref - 16548

Reports to: Associate Dean (Student Experience)
Location: Milton Keynes
Grade: AC4 £52,560 - £59,135 per annum
24 month fixed term contract

About the role

The Head of Student Experience - Law is a member of the Faculty of Business and Law Student Experience Leadership Team (SELT) who are jointly responsible for the management of Student Support Teams (SSTs), the quality of the delivery of the Faculty’s academic programmes to students and for relationships between the Faculty, its students and its Associate Lecturers.

Role profile

The successful candidate will have, proven experience of successfully leading and managing change in a complex environment, and a proven ability to lead and manage multi-disciplinary teams at both operational and strategic levels. The specific requirements of the role are:

- To be accountable for the effective leadership, line management and performance of academic student experience staff within the law programme and to promote a culture of effective team work across all programmes
- To be accountable for planning and leading end to end processes which support students across the law programme working across multi-disciplinary teams
- To ensure effective monitoring of student retention, progression and completion targets and work with colleagues on SELT to identify and meet further priorities
- To work with the AD Student Experience on the implementation of change initiatives arising as a result of the University’s strategic direction
- Ensure the successful implementation of tuition delivery in the law programme.
- Develop the law programme support for the faculty engagement with FutureLearn.
- Attend various meetings as the law Student Experience representative including SELT, the law Board of Studies, the Law School internal team meeting and Student Experience Conferences.
- Respond to stage 1 student complaints in a timely manner in accordance with university policy.
- Develop existing strong working relationships with key stakeholders including the FBL SRSC, the Teaching Director, the Programme Manager, Hd Law School and AL representatives.
- Work with Teaching Director and Programme Manager on law curriculum development, ensuring effective pedagogy is embedded in law modules and qualifications.
- Develop existing student successes through active engagement with MILLS interventions, student forums, the NSS, safeguarding duties, student induction including SHL, improvements in the experience of SISE and other disadvantaged students and, with the Academic Conduct Officer, ensure academic conduct is fully embedded in all law modules.
- Any other additional duties commensurate with the role
Skills and experience

Essential:

- A Masters qualification in management/education or equivalent
- Proven experience of successful leadership and delivery of major strategic change initiatives, involving multiple stakeholders.
- Evidence of ability to undertake independent work to tight deadlines.
- Credibility with key internal and external stakeholders including the ability to engage with senior staff and with colleagues in a variety of roles.
- Experience of successful leadership and management of people in a complex environment
- Excellent communication and interpersonal skills.
- Strong influencing skills and ability to build and sustain successful teams.
- Proven track record in performance management.
- A record of delivering an excellent customer experience and enhancing quality.
- Practical problem-solving skills.
- Ability to analyse business requirements and to be able to negotiate resources which deliver required outcomes.
- A commitment to, and understanding of, equal opportunities.
- Willingness and ability to travel in the UK

Desirable:

- Project management skills.
- Evidence of taking a proactive approach to tasks.
- High levels of personal motivation, resilience, diplomacy and tact.
- Awareness of and engagement with the strategic issues facing management in the higher education sector.
- Competence in the use of ICT as a planning, management and information tool