Job Description – Student Experience Manager
Ref - 16763

Reports to: Assistant Head of Student Experience
Location: Milton Keynes, or homebased may be considered with travel to Milton Keynes campus as required.
Grade AC3 £41,526 - £49,553
Fixed Term Contract to 30 November 2021

About the role
The Student Experience Manager role is diverse and challenging, embracing the selection, induction and ongoing performance management and development of Associate Lecturers (ALs) as well as contributing to module/programme teaching and learning design. The Student Experience Manager (SEM) will be working with colleagues across the Student Experience Team, Faculty of Business and Law (FBL) and the wider University. The successful applicant will also be a key member of the FBL Student Support Team (SST) which offers information, advice and guidance to students. Therefore, an ability to establish strong working relationships and work effectively within teams in a virtual setting are key requirements for the role.

Key responsibilities
Managing and developing a motivated and effective cohort of Associate Lecturers
• Recruiting, selecting and inducting Associate Lecturers (AL) in accordance with FBL and University requirements;
• Monitoring, evaluating and managing AL performance against learning and teaching objectives, working with colleagues to deliver staff development, identify and improve any under-performance;
• Managing and overseeing the allocation of students to ALs, including scheduling of face-to-face and online tutorial provision,
• Providing guidance, support and development for ALs, including regular appraisals.
• Contributing to university and faculty preparations for migrating existing ALs to a new employment contract in 2021.

Supporting students, including:
• Ensuring the needs of students are fully addressed to enhance student learning experience to support successful retention and progression;
• Understanding the needs of part time and full-time distance learning students in both an undergraduate and postgraduate context and evidence of supporting such learners;
• Contributing to the design, planning and delivery of effective teaching and learning for students through proactive contributions to FBL module teams in production and presentation;
• Contributing to the provision of advice and guidance to potential and existing students;
• Leading the development of targeted learner and learning interventions for given modules in collaboration with other members of the Student Support Teams (SSTs);
• Contributing to the evaluation of the SST activities and providing reports to Heads of Student Experience and Faculty Staff;
• Working in close collaboration with Academic Services colleagues to assure appropriate quality and levels of service, customer care and student retention;
• Investigating and responding appropriately to student complaints in accordance with university policy;
• Working with the Academic Conduct Officer and module chairs to support enhanced standards of academic study skills in work submitted by students;

In addition:
• The successful candidate will be expected to operate effectively within agreed budget limits and in the context of service level agreements where appropriate;
• The successful candidate will be expected to keep abreast of developments in higher education and training;
• The successful candidate may be required to work a number of evenings and weekends.

Skills and experience

Essential:
• A relevant qualification at Masters Level or equivalent.
• A recent successful record of managing people.
• An understanding of the pedagogy underpinning distance teaching and the need to support students from a wide range of backgrounds.
• An understanding of the effective use of ICT, multimedia and online technologies to facilitate teaching and learning.
• Experience of working with others to effect change.
• Experience of managing in a distance learning context.
• Experience of teaching at Undergraduate and/or Postgraduate levels as appropriate.
• Flexibility, resilience and the ability to deal with complexity.
• Ability to work independently as well as working effectively within teams across organisational functions, both face-to-face and virtually.
• Effective communication orally, in writing and electronically.
• Proven ability to provide support and development for a team of staff and/or students.
• Highly organised with an ability to manage multiple projects within budget and deadlines
• Excellent analytical skills, ability to evaluate and interpret complex data sets, drawing conclusions to recommend and implement practical solutions
• Computer literacy.
• A commitment to, and understanding of, equal opportunities.
• Ability to travel throughout the UK.
• Willingness to work a number of evenings and weekends.

Desirable:
• Relevant experience / background in law or business as appropriate.
• Knowledge of current issues in legal or higher education as appropriate.
• A record of initiative and determination in pursuit and maintenance of quality.
• Ability to balance priorities and a variety of potentially conflicting stakeholder needs.
• Evidence of an interest in law or business education as appropriate and a willingness to acquire further knowledge and understanding.