Student Education Service  
Faculty of Performance, Visual Arts and Communications

Graduate School Manager and Education Service Functional Manager (Programme Support)

Fixed Term from 7 December 2015 until 3 February 2017 (Maternity cover)  
Secondment opportunities will be considered

This is an exciting opportunity to contribute to the management and leadership of key aspects of the Faculty’s research student related administrative provision within the Graduate School. Working closely with a wide range of academic and administrative colleagues you will be responsible for delivering and managing a comprehensive service to research students, academic staff and other stakeholders, one of the key aspects of which is the scholarships process. You will ensure processes and practices are well managed, consistent, standardised, supporting continuous process improvement. You will encourage collaborative working across different functions and between Schools, the Faculty and administrative staff in central services.

You will also manage the Programme Support processes and practices delivered across the Faculty. Working with colleagues from across the institution, the Functional Manager will contribute actively to the identification of opportunities to standardise practice and develop and agree consistent processes based on identified examples of good practice. You will have a lead role in driving developments in the management of aspects of Programme Support, representing the Faculty at institutional level.

In our Faculty you will find one of the broadest portfolios of work in the cultural industries, creative arts and design and media technologies offered by any research-intensive University. We bring together a mix of approaches to the subject area, including those from the arts and humanities, from the social sciences and from science, technology and media. For more information about the Faculty and individual academic Schools see: http://www.pvac.leeds.ac.uk/

The role is available on a full-time basis on University Grade 7. Where candidates currently do not have the full range of knowledge, skills, or experience to enable them to do the role at this grade, there is scope to appoint to Training Grade 6, with a view to supporting and developing the individual over a period of time to reach this grade.

University Grade 7 (£31,342-£37,394 p.a.)

Informal queries may be made to Dr Michael Spencer, Faculty Director of Postgraduate Research Studies, email m.spencer@leeds.ac.uk, tel: +44 (0)113 343 2530 or Miss Richander Birkinshaw, Faculty Education Service Manager, email r.r.e.birkinshaw@leeds.ac.uk, tel: +44 (0)113 343 6934

Closing Date: 4 November 2015
Ref: PVSOF1005

Click here for further information about working at the University of Leeds
www.leeds.ac.uk/info/20025/university_jobs
Job Description

Reporting to: Faculty Education Service Manager and Director of Postgraduate Research Studies

Graduate School Manager

Context

The Faculty operates a single Graduate School which services and support all activity relating to postgraduate research students within the Faculty, across all five academic schools, and as part of the Faculty’s Student Education Service.

Summary of Post

The Graduate School Manager will be responsible for administering and managing postgraduate research (PGR) student administrative activity across the five schools of the Faculty, as part of the Faculty’s Student Education Service. This will include line managing other designated Graduate School staff. You will establish good working relationships with key staff within each academic School, to agree specific requirements and how these will be delivered.

You will also take forward the Faculty’s postgraduate strategy and policies and co-ordinate statistical data and liaison with central University services via the Postgraduate Research and Operations office and the University’s Graduate Board. You will also lead in the sharing of good practice and the co-ordination and harmonisation of policies, procedures and practice in the support and development of postgraduate research students.

You will be a member of the Faculty Education Service Managers (FESM’s) management team, working collaboratively with School Education Service Managers, Functional Managers and the FESM, to ensure the service is effectively managed across the Faculty to deal with workload peaks across the academic calendar and to deliver against priorities.

In conjunction with other members of the FESM’s management team, you will encourage collaborative working across functions and between schools, the Faculty and administrative staff in central services, facilitating good communication and building positive working relationships. As Graduate School Manager you will share good practice and encourage knowledge exchange to embed continuous improvement in all processes.

Service Overview

- support the continued development of a consistent, high quality service for staff and students, working collaboratively with colleagues in other functions, schools, faculties and central services

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1 The Schools are The School of Design, The School of Fine Art History of Art and Cultural Studies, The School of Media and Communication, The School of Music and The School of Performance and Cultural Industries.
• facilitate effective working relationships within the Faculty, with other schools and with central service teams
• agree clear objectives aligned to service needs and support team members to achieve these, taking appropriate action as necessary to ensure these are met
• look for ways to mitigate and solve complex problems, so as not to detrimentally affect the delivery of support to students, analyse the issues, research alternative options and make considered, well thought through recommendations, gaining buy-in from relevant schools and team members for any proposals
• effectively influence senior colleagues and members of staff with clear and concise written and verbal communications
• keep up to date with institutional developments, contribute as necessary, and facilitate their timely adoption
• maintain an overview of postgraduate research issues within the Arts and Humanities, investigating, reporting and disseminating where appropriate

Management

• manage the postgraduate research student experience, to ensure a quality service which is fit-for-purpose for all stakeholders, liaising and negotiating with a wide contact base, including other Faculty Education Service managers, supervisors, postgraduate research tutors, examiners, central services and external partners
• lead and direct the Graduate School administrative team, ensuring a consistent approach to postgraduate research administration
• maintain a team approach across the Graduate School, developing a shared commitment to postgraduate research student support and training
• line management responsibilities for the Graduate School staff including induction, probation and reviewing progress annually through the SRDS process
• represent PGR administration at Faculty level meetings, including Faculty Education Service Team and Faculty Education Service Management Team meetings, contributing to the development and management of the Service
• represent the Faculty Graduate School at university forums including Faculty Graduate School Managers and Co-ordinators Forum, Postgraduate Development Record (PDR) System User Group and other groups as appropriate, representing the views of the Faculty and to refer/report back to the Academic Director
• maintain, develop and manage systems and processes to manage all postgraduate research administrative processes including admission, induction, transfer and examination across the Faculty
• produce, analyse and present statistical data to information decision-making and planning activities within the Faculty
• provide support and advice on the implementation and development of the Faculty Protocol for Research Degree Candidatures
• foster and promote Interdisciplinary Research within and beyond the Faculty, building a cross-disciplinary community of postgraduate scholars, involving both
PGRs and their supervisors, to broaden intellectual horizons. This includes working closely with the Faculties of Arts and Education Social Sciences and Law and the Leeds Social Sciences Institute

- managing projects, producing project plans and overseeing tasks to ensure delivery to deadlines

**Operational Responsibilities & Effectiveness**

- identify, develop, promote and disseminate best practice in all postgraduate research administrative processes working with schools, the Faculty and University wide to meet requirements
- act as the primary point of contact for all Graduate School enquiries, including the administration of School and Faculty scholarship, bursary and studentship applications, pre and post-award
- service the meetings of the Faculty Graduate School and other related committees/groups, liaising with University level Committee groups where necessary
- responsibility for overseeing appropriate budgets, liaising with relevant finance offices
- responsibility for the monitoring of postgraduate student attendance using the Postgraduate Development Record (PDR) system and reporting on/progressing matters where necessary
- supporting the Director, responsibility for the administration of any Faculty-level appeals or complaints
- responsibility for the full administrative cycle of PGR administration within one of the Faculty’s five academic units
- liaise with the central Postgraduate Research & Operations and the Intercultural Support & Opportunity offices for all student visa related issues and disseminate information accordingly
- support the work of the Faculty Director of the Postgraduate Research Studies
- foster and provide appropriate support student-led activities including conferences and funding applications
- publicise opportunities for PGR study and to promote the strengths and successes of the Graduate School through a wide range of forums including University groups, graduate open days and networking events.
- support quality assurance reviews
- writing and drafting reports; liaising with groups/individuals across faculties and schools, producing and disseminating appropriate information on a regular and ongoing basis
- Liaising with the Faculty’s IT service to maintain the Graduate School website
- carry out any other duties as may reasonably be required, consistent with the grade of the post
Education Service Functional Manager (Programme Support)

Key relationships

Academic lead(s) for Programme Support in the Faculty and its constituent units, School Education Service Managers, other Education Service Functional Managers within the Faculty and members of the Programme Support cross-institutional team

Context

The Student Education Service will provide consistent, high quality support for all student cohorts. The Service is underpinned by principles of quality, equity, consistency and opportunity, delivering an exceptional student experience for all. The Service will encourage staff to become more flexible, providing professional training and development and opportunities to work in a variety of roles across the Service.

Summary of Post

The Functional Manager (ESFM) will manage the Programme Support processes and practices delivered across the Faculty. They will also have a lead role in driving developments in the management of Programme Support, representing the Faculty at institutional level.

Working with colleagues from across the institution, the Functional Manager will contribute actively to the identification of opportunities to standardise practice and reduce duplication and, with the Programme Support team, will develop and agree consistent processes based on identified examples of good practice.

As Functional Manager, you will work with the Faculty Education Service Manager to develop the Faculty's functional team for Programme Support; this team will operate as part of the cross-institutional Programme Support team.

You will be a member of the FESM's management team, working collaboratively with ESFMs, other Functional Managers and the FESM, to ensure the Student Education Service is effectively managed across the Faculty to deal with workload peaks across the academic calendar and to deliver Student Education Service priorities.

You will facilitate effective communication between Programme Support team members and will encourage positive working relationships across the Student Education Service. You will share good practice and encourage knowledge exchange to drive continuous improvement.

In addition to managing a function or functions, you may hold a combined role with responsibility for managing a school team.
Responsibilities

You will:

Service Overview

- support the development of a consistent, high quality Education Service for staff and students, working collaboratively with colleagues in other functions, schools, faculties and central services
- lead developments in the management of Programme Support, representing the Faculty at institutional level
- in conjunction with the Faculty Education Service Manager and School Education Service Managers, co-ordinate the Faculty’s Programme Support team, developing an effective, aligned team across the Faculty with consistent practices and processes
- agree clear objectives aligned to Student Education Service needs and support team members to achieve these, taking appropriate action as necessary to ensure these are met
- support the development of a cross institutional team for Programme Support practitioners and play a leading role in that team, representing the Faculty at institutional level
- facilitate effective working relationships within the Faculty, with other schools and with central service teams, ensuring effective two-way communication and information flow
- look for ways to mitigate and solve complex problems, so as not to detrimentally affect the delivery of support to students and staff, analyse the issues, research alternative options and make considered, well thought through recommendations, gaining buy-in from relevant School and team members for any proposals
- effectively influence senior colleagues and members of staff with clear and concise written and verbal communications
- keep up to date with institutional developments, contribute as necessary, and facilitate their timely adoption

Management

- manage the Programme Support function across the Faculty
- drive continuous improvement of processes, ensuring that they are effective and consistently applied across the function
- be responsible for setting the standards for the Programme Support team, clarifying expectations and engaging members of the team in setting and delivering local team objectives which align to School, Faculty and University objectives
• lead on the Faculty implementation of new systems developments in the area of Programme Support, contributing to institutional working groups as appropriate; ensuring resourcing implications are properly understood
• contribute as appropriate to the training and development of staff in relation to the introduction of new initiatives, policy updates and service and systems developments
• encourage flexibility and support the development of a strong, supportive team ethos across colleagues within the school, faculty and Student Education Service
• provide expert advice and guidance to members of the team, resolving problems and influencing or taking decisions as appropriate
• undertake all aspects of the role in line with the University values and standards including the Leadership and Management standard

Operational

• in conjunction with the FESM and School Education Service Managers, co-ordinate the delivery of a high quality service, effectively resourced with staff deployed appropriately to meet fluctuations in workload across all functions
• engender a vibrant student-oriented service ethos across the function, ensuring staff members understand their roles and responsibilities and are motivated to deliver a high level of service
• provide high level, specialist information, advice and guidance to colleagues. This may include detailed advice and / or management information regarding the impact of decisions / policies on the Programme Support area
• actively develop student support knowledge and expertise and encourage the sharing of good practice and knowledge exchange across the function
• carry out any other duties as may reasonably be required, consistent with the grade of the post

Functional team responsibilities

The following section describes the scope of the activities of the functional team. Working closely with the FESM’s management team, the Directors of Student Education and the academic leads for the functional area, you will manage the operational delivery of these activities across their functional area.

Programme Support

• Timetabling (link to Assessment)
• VLE administrative activity
• Handbooks (link to Student Support)
• Fieldwork / field trip arrangements
• Postgraduate demonstrating arrangements
• Checking module and programme FTE data for planning purposes
• Library liaison
• Support for online module enrolment and online registration processes

Career Expectations

The University of Leeds is committed to developing its staff. All staff participate in the Staff Review and Development scheme and we continue to work with individuals, supporting them to maximise their potential.

Progression to a higher grade is dependent on an individual taking on an increased level of responsibility. Vacancies that arise within the area or across the wider University are advertised on the HR website - http://jobs.leeds.ac.uk - to allow staff to apply for wider career development opportunities.

University Values

All staff are expected to operate in line with the University’s values and standards, which work as an integral part of our strategy and set out the principles of how we work together. More information about the University’s strategy and values is available at http://www.leeds.ac.uk/comms/strategy/.
Person Specification

Essential

- Demonstrable experience of providing effective support to staff and students within a Higher or Further Education environment
- Ability to become conversant and knowledgeable about postgraduate taught and research programmes and graduate matters, as well as relevant policies and procedures
- A thorough understanding of student education processes from strategic and operational perspectives including student support, assessment, admissions and quality assurance
- An enthusiasm for and commitment to delivering an exceptional student experience
- Experience in managing the delivery of student education practices and processes and commitment to continually improving them
- Ability to provide an effective and responsive service, develop and embed service delivery standards, and look for ways to improve delivery for students and staff
- An awareness of developments in student support
- Excellent people skills; ability to build positive working relationships with staff at all levels
- Excellent networking skills; ability to build relationships with colleagues throughout the Student Education Service
- Ability to influence and negotiate effectively with others to achieve desired outcomes
- A willingness to lead and manage change affecting both people and processes
- Strong and effective people management skills with experience in managing staff delivering student education practices and processes and commitment to continually improving them
- Ability to provide management, direction and support to team members, engendering a team spirit; supporting and motivating members of staff
- Experience of successfully identifying, prioritising and delegating tasks to staff; plus monitoring workloads and task achievement and taking appropriate remedial action, if necessary
- Significant ability to engender a service ethos in the team and to encourage others to deliver a high quality service
- Excellent communication skills; ability to effectively interpret and communicate complex information, including policies and procedures, to staff at all levels
• A flexible approach; ability to work in a variety of team contexts
• Ability to prioritise, identify and resolve issues and find practical solutions to problems
• Proven planning and organisational skills including ability to work on own initiative, manage time and work priorities effectively, and meet deadlines across multiple areas of work
• Proficiency in standard Microsoft Office products or equivalent; ability to access, interrogate, interpret and report data from information management systems as required
• A commitment to on-going staff development.

Desirable

• Experience of working in a postgraduate research degree area
• Experience of process management
• Engagement with university-level activity
Additional Information

The University offers generous terms and conditions of employment, a wide range of benefits, services, facilities and family friendly policies. Full details are available on the Human Resources web pages accessible at www.leeds.ac.uk/hr

The Partnership

The Partnership has been developed by students and staff and describes the mutual expectations of us all as members of the University of Leeds community. More information about the Partnership is available at http://partnership.leeds.ac.uk

Disclosure and Barring Service checks

A Disclosure and Barring Service (DBS) Check is not required for this position. However, applicants who have unspent convictions, cautions, reprimands and warnings, including any pending criminal proceedings must indicate this in the ‘other personal details’ section of the application form and send details to the Recruitment Officer at disclosure@leeds.ac.uk.

Disabled Applicants

The post is located in the Faculty of Performance, Visual Arts and Communications. Disabled applicants wishing to review access to the building are invited to contact the department direct. Additional information may be sought from the Recruitment Officer, email disclosure@leeds.ac.uk or tel + 44 (0)113 343 1723.

Disabled applicants are not obliged to inform employers of their disability but will still be covered by the Equality Act once their disability becomes known.

Further information for applicants with disabilities, impairments or health conditions is available in the applicant guidance.