

**Learning & Teaching Operations Manager**

**GRADE 8**

**Job Purpose**

As a key member of the School Professional Services Leadership Team, the post holder will be responsible for the management and strategic direction of the School’s teaching operations with oversight of academic workforce/workload model planning.

Working in partnership with senior colleagues across the School, College, and University, the post holder will hold responsibility for the delivery of key student learning & teaching streams of the School’s strategy and contribute to the development of service excellence through a collaborative and inclusive, resilient and purpose-driven School professional services team.

A key objective of the role will be to develop a robust, resilient, and agile student operations service provision in business processes and activities which support both taught and research students during their learner journey.

**Main Duties and Responsibilities**

1. Play a lead role in developing and successfully implementing the School strategy and strategic deliverables in service excellence for learning and teaching, evidenced by the enhancement in service delivery of the School Learning & Teaching Operations team.
2. Provide leading contributions to the School’s strategic planning, providing advice to senior management as a leading partner to the School Senior Leadership Team, in the development and communication of policy and strategy.
3. Responsible for strategic oversight and coordination of UG, PGT and PGR administration, including ownership of policies and procedures, communication strategies, roles and responsibilities of staff members and ensuring full cooperation, coordination and, where appropriate, integration with other support teams in the School, College and wider University.
4. Work in partnership with senior academic colleagues within the School to operationalise an adaptable and effective service through the harmonisation of business processes to enhance the experience for both staff and students. Integrate personal and organisational foresight into regular operations.
5. Line management of the Learning & Teaching Team Manager(s) to ensure the effective delivery of services.
6. Senior contributor to support the School/College/University’s, in the development of innovative solutions which deliver flexible, scalable, and sustainable service operations to meet the needs of our students across all stages of the student lifecycle.
7. Develop a service excellence metrics framework to assess service performance, using analytical insight to identify and implement key opportunities for improvement.
8. Develop and deliver standard operating procedures for all transactional operations, applying continuous improvement methodologies to simplify processes and embed resilience in our core student service operations, empowering teams to engage with continuous improvement.
9. Lead and develop the desired capability to enable high-performing and resilient professional services Learning and Teaching Operations team within the School. Working in partnership with senior colleagues across the College to inform the future and shape organisational design as the operations service evolves.
10. Develop operational analytics/management information with relevant insight to inform future service development.
11. Proactively network and develop strong collaborative relationships across the College and University more broadly, to share best practice and remove potential barriers to the delivery of service improvements.
12. Senior professional services lead in the School in contributing to the University’s World Changing Transformation programme and College initiatives to enhance capacity and capability in the delivery of strategic objectives.
13. Effectively manage the relevant governance, legislative and regulatory compliance In partnership with senior colleagues to develop a robust framework to support compliance with relevant accreditation bodies and quality assurance processes.

**Qualifications**

Scottish Credit and Qualification Framework level 9, 10 or 11 (Ordinary/Honours Degree, Post Graduate Qualification) or equivalent with a broad range of professional experience in a similar management role. Or Ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary knowledge and management skills in a similar role.

**Knowledge, Skills and Experience**

* Excellent leadership and management skills, proven through delivery and evaluation of projects, initiatives, and activities in a changing context which are aligned to strategic objectives and targets.
* Highly effective influencing and interpersonal skills, including negotiation and diplomacy with ability to adapt style accordingly.
* Ability to lead the design and implementation of business process improvement and change across a complex organisation.
* Effective project management skills.
* Strategic business planning skills underpinned by data analysis and interpretation and sound operational management skills.
* A high level of professional resilience with the ability to motivate a team to maintain momentum in the face of challenges and setback.
* Proven track record of leading a high-quality, customer-focussed operations service function across a multi-disciplinary range in a complex and diverse organisation.
* Experience of managing a team of staff and aligning the day-to-day work and goals of the team with the organisation’s strategic vision.
* Significant experience of developing and using management information to inform service performance, enhancement, and decision-making.
* Experience in creating standard operating procedures, policy development