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**Learning & Teaching Team Leader**

**GRADE 6**

**Job Purpose**

To provide senior administrative support and expert advice to academic staff within the [School/College of XXX], in relation to learning and teaching activities. Support the Learning & Teaching Manager in the day-to-day operational management of a team of Undergraduate and Postgraduate administrators, to provide first class customer service and maximum efficiency and effectiveness.

**Main Duties and Responsibilities**

1. Responsible for the delivery of a customer-focused, efficient and effective administrative service to support the School’s learning and teaching activity, including liaison with key partners both internal and external to the School/College.
2. Co-ordinate and contribute to programme and course administration for the full student journey, including: managing the coordination of all relevant documentation; work to support student recruitment; pre-arrival planning in collaboration with the academic teaching teams; welcoming students through the induction programme; supporting registration and enrolment; support for students registered with the Disability Service; on-course administration of programmes and courses; support for Good Cause and student conduct cases; clerking of programme boards; support for quality and academic enhancement work; and ensuring student records are maintained on MyCampus.
3. Deliver an excellent customer experience, using knowledge and judgement to provide first-contact resolution for general enquiries relating to learning and teaching activities across the School/College with minimal supervision.

1. Contribute to a culture of continuous improvement through identifying and implementing process improvements to enhance the student and staff experience.

1. Plan and prioritise own and team workload, anticipating pressure points in the academic year, to ensure that deadlines are met, and an efficient service is provided to staff and students.
2. Monitor team activities to ensure full compliance with University-wide policies and procedures, providing training and guidance as required including in relation to the management of confidential information and personal data.
3. Support the Learning & Teaching Manager with training and mentoring colleagues, encouraging their professional development.
4. As part of the professional services team, flexibly support the range of learning and teaching activities of the School as requested by the Learning & Teaching Manager and other Senior colleagues across the School/College.
5. Undertake any other relevant duties appropriate to the post/grade.

**Qualifications**

 Scottish Credit and Qualification Framework Level 7 [Advanced Higher / Scottish Vocational Qualification Level 3, Higher National Certificate] or equivalent, and experience of personal development in a similar role.

**Knowledge, Skills and Experience**

* Excellent organisational and planning skills with the ability to use own initiative and exercise independent judgement under pressure to meet tight deadlines.
* Excellent communication skills and influencing skills, both verbal and written, to interact and collaborate effectively with a range of stakeholders.
* Proficient use of IT packages including the Microsoft Office suite.
* Ability to map processes and effect process improvements.
* Ability to understand, apply and advise on policies, regulations, guidelines and standard operating procedures.
* Ability to respond and adapt to changing priorities and new concepts, techniques and methodologies.
* Ability to lead a collaborative approach to achieve team goals.
* Strong attention to detail and analytical skills, particularly when using data and information from multiple sources.
* Highly developed and proven interpersonal skills.
* Proven initiative and judgement to identify priority issues, propose and implement solutions.
* Tact, discretion and the ability to maintain confidentiality.
* Ability to support the performance and development of colleagues.
* Significant and relevant administrative experience, with evidence of progression and development gained through relevant work experience in a busy office environment.
* Demonstrable experience of working with a variety of stakeholders and building effective relationships.
* Awareness of University degree programmes and structure.
* Ability to clerk meetings, including preparation of papers, note taking and communication of actions.