

**Learning & Teaching Team Manager**

**GRADE 7**

**Job Purpose**

As a member of the School Professional Services Leadership team, lead a team of Undergraduate and Postgraduate Learning & Teaching administrators to deliver a comprehensive administrative service in relation to learning and teaching activities in the School of XXX. Work in collaboration with Academic and Professional Services staff to identify opportunities for continuous improvement to enhance the learning experience of students.

**Main Duties and Responsibilities**

1. Lead the provision of learning and teaching administration for the School to ensure efficient running of the UG and PGT programmes. This includes a 'one stop shop' for staff and students, timetabling and allocation of staff, advising, assessment, progression, student records, documentation in support of teaching, and regulatory requirements.
2. Develop policies and practices to improve effectiveness and efficiency, taking account of all stakeholder requirements and available resources.
3. Lead and develop a high performing team of learning and teaching administrators to provide an enhanced support service experience for staff and students.
4. Responsible for the administration of quality assurance processes relating to undergraduate and postgraduate taught programmes, including programme reviews, accreditations, and other quality assurance exercises. Advising the Examinations Officer and other course organisers to ensure the University regulations and Code of Practice are followed.
5. Contribute to the planning processes, including strategic planning with particular reference to the administration of learning and teaching, student support services and the local implementation of University policies.
6. Responsible for the management of student data in MyCampus, including responsibility for building and maintaining plans and course information as well as resolving high level problems. Manage programme and course approvals in PIP and ensure GDPR compliant practices across the breadth of activity. Managerial responsibility of teaching timetables and room bookings via CMIS ensuring School timetabling is performed both efficiently and strategically.
7. Make a leading contribution to the meetings and business of the Learning & Teaching Committee and contribute to the planning and resource management processes. Participate in College Learning and Teaching related meetings as appropriate.
8. Represent the School effectively at meetings/workshops/training events/conferences to keep up to date with developments, to gain and share information, including best practice, expertise and working practices in the higher education context, and contribute to College and University-wide initiatives.

**Qualifications**

Scottish Credit and Qualification Framework Level 9 (Ordinary Degree, Scottish Vocational Qualification level 4) or equivalent and experience of personal development in a similar or related 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 organisational leadership and management skills.
* Excellent customer service and stakeholder management skills.
* The ability to empower and motivate others to deliver a high-performance culture.
* Highly effective interpersonal skills, including negotiation, influencing and diplomacy.
* Proven track record of leading a team through change.
* The ability to develop operational plans to deliver strategic initiatives.
* Excellent oral and written communication skills and the ability to adapt communication style to suit the audience.
* Ability to work independently, setting own priorities and targets whilst managing team priorities.
* A creative and proactive approach to preventing and solving problems.
Excellent IT skills including the Microsoft Office suite.
* Extensive knowledge of managing and developing administrative systems (e.g., MyCampus, PIP).
* Experience of implementing and interpreting regulations and providing advice and guidance to stakeholders.