

**JOB DESCRIPTION**

**Faculty** **Education Services Manager**

Faculty of Health & Medicine

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| **Job Title:** Faculty Education Services Manager  | **Present Grade:** 8 |
| **Department/College:** Faculty Office, Faculty of Health & Medicine (FHM) |
| **Directly responsible to:** Head of Faculty Operations   |
| **Supervisory responsibility for:** Student Programmes Officers (SPOs) (jointly with Heads of Departments), Quality Assurance and Enhancement Manager; Postgraduate Programme Coordinators; Postgraduate Programme Assistant  |
| **Other contacts** |
| **Internal:** Faculty Executive Dean, Faculty Associate Dean for Education, other Faculty Associate Deans, , Faculty Director of Postgraduate Research and Research Training, Heads of Departments, Department UG and PG Directors, Departmental Officers and other academic and professional services staff based in the Faculty, staff in Professional Services Divisions (particularly Student and Education Services), Students and Student Representatives, LUSU (Lancaster University Students Union), Colleges, Library. |
| **External:**  Academic and professional services at LU partner institutions, External agencies, Professional associations (such as AHEP (Association of Higher Education Professionals)) and other sector bodies; international partners; other institutions and organisations as appropriate |
| **Role Overview:**The Faculty Education Services Manager will:* Work closely with Heads of Departments to provide cross faculty professional services leadership of programme administration and departmental education services to ensure harmonization, effective use of resources and to provide an excellent student and staff experience.
	1. *This will include areas such as transition, registration, module enrolment, teaching and assessment timetabling, student attendance and engagement, student support and programme administration, assessment board outcomes and experience, student events and compliance.*
* Work in close partnership with the Associate Dean for Education and Faculty Director of Postgraduate Research and Research Training to support the development and implementation of education strategies and operational plans.
* Work collaboratively with professional services departmental teams and provide a cross-faculty voice to develop and implement faculty solutions and improvements.
* Be the primary point of contact with Student and Education Services (SES), ensuring close collaboration and alignment for the purpose of continuous improvement.
* Lead and support strategic education change and continuous improvement projects.

**Major Duties:****Programme Administration and Student Services*** Represent the Faculty within the University to influence and support the design and development of policies, processes, and systems and to help identify digital solutions.
* Lead the implementation of systems, processes, and solutions with a focus on harmonization, continuous improvement, innovation, and best practice.
* Promote a culture of user-led service design and development with a focus on student experience and student voice.
* Analyse and report on management information, including student feedback and rankings data, to inform decision making to highlight areas for improvement.
* Develop strong, effective working relationships and provide a high level of support for student facing professional services teams to ensure the delivery of consistent and aligned student services.
* Establish clear expectations and responsibilities for the quality of Faculty professional services student services.
* Lead and support business continuity to ensure continued delivery of education services.
* Develop expertise and provide advice and guidance within the faculty on relevant University systems, policies, and procedures.
* Oversee the Faculty quality assurance and enhancement function.
* Oversee the administration and quality assurance work for all international partnership activity including International Teaching Partnerships (ITPs).
* Organise and deliver events including sharing practice events and a range of Faculty-level student experience related events (such as welcome week, Faculty student representative fora and graduation celebrations).
* Develop and share expertise and understanding of the faculty programme portfolio, systems, processes, inter-relationships, and dependencies.

**Leadership and Staff Management** * Line manage jointly with Heads of Departments, the professional services education leads in departments, the Student Programmes Officers.
* Line manage faculty postgraduate office colleagues delivering programme administration and quality enhancement management and support.
* Support the professional development of student facing professional services teams through coaching, skills development, and other opportunities, both formal and informal.
* Lead on workforce planning in relation to programme administration and student services, ensuring resources are managed effectively and efficiently across the faculty. This includes working collaboratively with departments to ensure cover and resilience.
* Lead professional services teams through periods of change, communicating a clear and positive vision and acting as a role model.

**General/other duties:*** Lead and/or contribute to Faculty and University projects.
* Represent the Faculty within the University on relevant committees, groups, and boards.
* Network with peers across the institution and externally to share and influence best practice and to develop consistent approaches where possible.
* Undertake any other duties commensurate with grade and role as required by the Faculty Manager.

**Behavioural Expectations:*** Behave in a manner in line with our University Values.
* Engage positively in Faculty/University activities e.g., participation in meetings, reviews, and events
* Participate in continuing professional development
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*Last updated: 3rd July 2024*