



**UNIVERSITY OF LINCOLN  
JOB DESCRIPTION**

<b>JOB TITLE</b>	College Education and Student Experience Senior Manager				
<b>DEPARTMENT</b>	College of Social Science				
<b>LOCATION</b>	Lincoln Campuses				
<b>JOB NUMBER</b>	CSS677	<b>GRADE</b>	10	<b>DATE</b>	March 2023
<b>REPORTS TO</b>	College Director of Operations				

**CONTEXT**

The University of Lincoln is committed to embedding a culture of continuous improvement across all areas as we move forward with our strategic vision for the next stage of the University's growth and development. This role will represent a catalyst for transformation and ensure that change is not only delivered successfully but is also embedded in a sustainable manner within academic units. Taking the University's themes of collaboration, challenge and transform, focus will be on supporting a School to make the necessary changes to meet its KPIs. Working initially with the School of Health and Social Care within the College of Social Science (for a minimum period of 24 months).

**JOB PURPOSE**

Working specifically with the Director of Operations (line manager), Head and Deputy Heads of School, and with strategic input from the Head of College and the academic College Directors, the role will provide professional services leadership within the appropriate School with a clear focus on positive transformative change and promoting administrative coherency across all areas of professional service processes and systems with the School, and how they integrate with the wider University and external stakeholders.

The College Education and Student Experience Senior Manager will work closely with colleagues within the College and more widely to support the University's broader transformation agenda as it moves towards achieving its strategic vision. It is anticipated that a "lessons-learned" approach will develop whereby good practice identified by this post will be shared more broadly.

This will include, but will not be limited to, working with the Head of School (HoS) to ensure necessary cultural and operational change in light of the University and College strategic plans, a proactive approach to continuous improvement and compliance with University and PSRB/ external stakeholder requirements, strengthening administrative clarity, organisation and efficiency and support for key administrative and academic-related processes (e.g., programme development and approval) and promoting the overall student experience.

## KEY RESPONSIBILITIES

### Transformation Project Management and Delivery

On direction from the PVC, Head of School and College Director of Operations actively seek opportunities for the school to improve its processes, systems, organisational structure, outcomes and capabilities across all areas in the school including but not exclusively:

- empowering School oversight and management, including cross-School communication
- School interface and engagement with key College and University networks
- portfolio oversight and quality process
- professional services support to ensure excellent student experience and support staff, students and external stakeholders.
- placement allocation, oversight and delivery
- student admissions and management of professional issues
- organisation and management of systems and practice to support innovative teaching and effective utilisation of resources and specialist facilities, including timetabling
- alignment of research to professional practice
- technical support of teaching activities
- health and safety practices and protocols

Research, analyse and identify options on often conceptual ideas, making recommendations and developing and putting into practice pragmatic solutions based on feedback, gained insight and testing of proposals with stakeholders.

In conjunction with the College Executive team identify and implement opportunities for service improvement, scoping and making recommendations for projects and programmes by carrying out relevant horizon scanning and external benchmarking for best practice in delivering an efficient and effective organisation.

Develop and nurture strong, positive relationships with key stakeholders including PCC to ensure engagement, that the change agenda is cohesive and delivered in a joined-up way.

Where relevant to project outcomes, work with the HoS to ensure that changes are in line with best practice, current legislation, the needs of the business and adhering to professional body service requirements.

Act as an exemplar of good practice in managing projects using sound project management skills and methodologies including:

- Development of business cases to underpin change including defining project scope and deliverables
- Project outcomes and benefits identification and realisation
- Project risk identification and management
- Project interdependencies and interfaces
- Project planning and delivery, identifying project milestones and critical deadlines
- Project ownership, sponsor and governance arrangements

## **Relationship Management and Communications**

The College Education and Student Experience Senior Manager will need to be able to quickly build relationships and credibility with key stakeholders both internally and externally to deliver effective outcomes

In agreement with the PVC, HoS and College Director of Operations (DofOps) act as a central point of contact between stakeholders within the school and relevant central university teams to ensure required project outcomes are delivered.

In agreement with the PVC, HoS and DofOps, communicate strategies and objectives with relevant colleagues and stakeholders.

Build relationships with key managers at all levels across the business to identify change requirements, deliver projects successfully, identify and manage risks.

Proactively manage and continuously develop and improve key relationships including senior management, both academic and professional services, HR colleagues and external bodies as appropriate

Develop effective networks internally to enhance the reputation of the function and seek every opportunity for continuous improvement.

Lead sessions, present business cases, project updates and other relevant material as necessary at key forums including School Leadership meetings, College Management Team meeting and Professional Services meetings.

Working with the DofOps, develop and implement a communication plan to ensure that key stakeholders in the College and across the University are informed of progress and of key decisions.

## **Initiative and Problem Solving**

Project work will require the post holder to determine the best ways of achieving objectives within the time and resources available. The post holder will be required to develop and agree guidance and solutions that are realistic and workable within the university systems and processes and the external environmental context.

Prioritising own workload, balancing the ability to follow a project resolution trail with the need to deal with multiple interconnected disciplines.

Working with the DofOps identify any broader University impacts that may need to be managed and recommend problem solving decisions which may relate to:

- culture/behaviour challenges
- resistance to change
- training
- planning
- risk and communication

Use innovation and judgment to deal with issues during the review process and to make recommendations for change.

### **Teamwork and motivation**

Leading change through collaboration, promoting a coaching style in all aspects of that change as it relates to the projects within scope of this job role whilst working closely with colleagues in the College Executive Team.

To facilitate and ensure that there are appropriate information flows between the University and its key stakeholders

To develop the necessary internal relationships and processes to ensure that opportunities to work with stakeholders are not missed.

**In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.**

### **ADDITIONAL INFORMATION**

#### **Scope and Dimensions of the Role**

#### **Key Working Relationships/Networks**

<b>Internal</b>	<b>External</b>
<ul style="list-style-type: none"><li>• Pro Vice Chancellor</li><li>• College Director of Operations</li><li>• Chief Digital Officer</li><li>• Head of School</li><li>• Senior College Executive Team (incl academic directors)</li><li>• Deputy Heads of School, Professors and Associate Professors.</li><li>• Professional Service Teams across the School</li><li>• Central University Departments, including but not exclusively, Student Administration, HR, Planning, Estates, ICT</li></ul>	<ul style="list-style-type: none"><li>• External stakeholders</li><li>• Students Union leaders</li></ul>



**UNIVERSITY OF LINCOLN  
PERSON SPECIFICATION**

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<b>Selection Criteria</b>	<b>Essential (E) or Desirable (D)</b>	<b>Where Evidenced Application (A) Interview (I) Presentation (P) References (R)</b>
<b>Qualifications:</b>		
Educated to degree level	<b>E</b>	<b>A</b>
Member CIPD, or equivalent experience	<b>D</b>	<b>A</b>
Project and programme management qualification	<b>D</b>	<b>A</b>
<b>Experience:</b>		
Experience of working at a senior level in a complex environment, managing multiple transformation projects with a range of stakeholders.	<b>E</b>	<b>A/I</b>
Experience of leading and delivering large scale transformational change and the ability to convey a compelling and engaging vision of change	<b>E</b>	<b>A/I</b>
Experience of translating strategy into delivery through plans, programmes, people and culture	<b>E</b>	<b>A/I</b>
<b>Skills and Knowledge:</b>		
Detailed understanding of change management strategies, techniques and programmes.	<b>E</b>	<b>A/I</b>
Understanding of the Higher Education landscape, opportunities and challenges	<b>E</b>	<b>A/I</b>
The ability to advocate and manage change	<b>E</b>	<b>A/I</b>
Ability to demonstrate innovation and creativity	<b>E</b>	<b>A/I</b>
<b>Competencies and Personal Attributes:</b>		
Ability to work positively with stakeholders to achieve outcomes and deliver change through people	<b>E</b>	<b>A/I</b>
Strongly self-motivated bringing gravitas, credibility, energy, resilience and commitment	<b>E</b>	<b>A/I</b>

High level negotiation, influencing and enabling skills to ensure priorities are met	<b>E</b>	<b>A/I</b>
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**Essential Requirements** are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

<b>Author</b>	ES/DF	<b>HRBA</b>	HA
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