

### JOB DESCRIPTION

<b>Job Title:</b> Senior Lecturer MA Service Design	<b>Accountable to:</b> Course Leader MA Service Design
<b>Contract Length:</b> Permanent	<b>Hours per week/FTE:</b> 22.2/0.6
<b>Salary:</b> £27,853 – 33,559 (pro rata £46,423 - £55,932)	<b>Grade:</b> 6
<b>College/Service:</b> Design School, LCC	<b>Location:</b> London College of Communication

**The MA Service Design at LCC is a practice-based postgraduate course which prides itself in giving the students a rich experience of live projects across all of the course units, working on projects with multiple partners across public, private, and third sector. Students work on live briefs which tie with both industry and research. Students on the course come from a variety of professional backgrounds within and outside of design, from all over the world, and often have substantial work experience before starting the course.**

#### **Purpose of Role:**

- To undertake teaching, unit management, curriculum development and research within the subject specialism of Service Design.
- Be responsible for co-ordinating the curriculum delivery of units as determined by the Course Leader and/or Programme Director.
- Responsibility for the learning, teaching and assessment of students, providing academic and pastoral support as necessary, monitoring student progress and maintaining appropriate records.
- Contribute to the development of Service Design as a discipline in the curriculum through research, professional and/or scholarly practice.
- Contribute to shaping the course curriculum through annual reviews and revalidation processes, in line with subject research, professional practice and expertise.
- Engage in the wider research and educational community of the Design School.
- Contribute to the existing relationships of the course with Service Design industry, research and other external partners, and establish new links and relationships.
- Coordinate live projects with students and multiple external partners.
- Pedagogic and curriculum development that stimulate thought and practice that challenge the canon of Service Design with the aim of promoting diversity and inclusivity.

#### **Duties and Responsibilities**

In consultation with academic, administrative, managerial and technical colleagues (as appropriate) to:

##### *Teaching:*

- To undertake teaching as appropriate to your areas of expertise and the subject areas of the Course, Programme or College.
- To stay abreast of research and other developments in Service Design and to ensure that these developments are reflected in the curriculum in consultation with colleagues and within the structures and mechanisms established by the University and the College.
- To extend the level of subject expertise and critical understanding on the Course so as to keep the curriculum at the forefront of critical and professional practice and relevant to a diverse and international range of students.
- To conduct assessment, formative and summative, which is rigorous, fair and clear and complies with the policies established by the University and the College.
- To lead the organisation of assessment for stage 1/2/3 ensuring the rigour and parity of the process.
- To provide both academic and pastoral support to students, monitoring progress and attendance, and

maintaining appropriate records.

*Professional*

- To initiate or engage in pedagogic inquiry and teaching development as required with the specific focus of improving student engagement, experience and progression.
- To participate in the engagement of students in feedback processes, and in consultation with the course team and course leader, respond to the issues raised through this engagement.
- To devise and organise activities for the course team that contribute to the strategic development of the course design and pedagogy.
- In consultation with the Course Leader, to liaise with other staff to enhance and extend the educational and creative links between the Course and other courses across the Programme, College and University.
- To undertake scholarly activity (including research, knowledge exchange or teaching) relevant to Service Design.
- To contribute to the devising and delivery of activities (including income generation) which will benefit students' educational experience and graduate outcomes.

*Quality, Management and Enhancement*

- To contribute to strategic planning in relation to the course/programme in areas such as student recruitment, the deployment of resources, research and knowledge exchange.
- To lead curriculum design developments in the context of revalidation, in consultation with the course leader, in order to further strategic objectives at course and college level.
- To contribute to the monitoring of the quality of teaching and learning through continuous course monitoring and to contribute to quality, management and enhancement activities across the School, College and University.
- To be a member of the Course Committee of the Course and of such other committees, including other course committees and examination boards, as the Dean of School or Head of College require.
- To represent the subject at college and university levels and externally, including acting as a consultant to other courses.

*General*

- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).

Continually updates knowledge of national academic developments and subject knowledge as part of own continuing professional development

Contributes to the exhibition, publication and dissemination of work produced in the course, and contributes to the promotion of the Course at Open Days as well as within and beyond the College

**Expectations of all UAL Employees**

- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University
- To undertake health and safety duties and responsibilities appropriate to the role
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work

- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations

**Key Working Relationships:** Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- Students
- Course Leader
- Programme Director
- Course Team
- Technical staff
- Student and Academic Support
- Language Centre
- Counselling Services

**Specific Management Responsibilities**

**Budgets:** project budgets and any research or teaching and learning project awards

**Staff:** Associate Lecturers; Graduate Teaching Assistants; Artstemps

**Other** (e.g. accommodation; equipment): N/A

Signed \_\_\_\_\_ Silvia Grimaldi \_\_\_\_\_ Date of last review \_\_\_\_\_ 09/09/20 \_\_\_\_\_  
(Recruiting Manager)

HERA Ref - 001216

**Job Title: 0.6 Senior Lecturer MA Service Design**

**Grade:6**

**Person Specification**

<p>Specialist Knowledge/Qualifications</p>	<p>BA and Post-graduate qualification in a relevant specialist discipline.</p> <p>Postgraduate qualification in teaching (or commitment to undertake the appropriate training once in post).</p> <p>Doctorate in relevant subject area is desired.</p> <p>Knowledge and/or experience of new research or practice directions for Service Design.</p>
<p>Relevant Experience</p>	<p>Current and innovative research within the area of specialism, and an internationally recognised research record.</p> <p>Substantial subject knowledge and expertise in the areas of Service Design in order to contribute to the academic and professional development of this area of expertise within the University.</p> <p>Experience of working in the service design industry, within the commercial and/or the public sector or within a research role.</p> <p>Teaching experience at postgraduate level in Higher Education.</p> <p>Awareness of contemporary subject debate and/or developments in Higher Education and in learning and teaching practices.</p> <p>Experience of curriculum development and unit leadership in Higher Education is desirable.</p>
<p>Communication Skills</p>	<p>Communicates effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way.</p> <p>Communicates across different teams and understands organisational contexts.</p> <p>Uses appropriate levels of IT skills to enable best use of</p>

	available information and communication to support learning and organisational effectiveness as necessary for the post.
Leadership and Management	Motivates and leads a team effectively, setting clear objectives to manage performance.
Research, Teaching and Learning	Applies innovative approaches in teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity.  Applies own research to develop learning and assessment practice.  Is aware and able to implement international and innovative perspectives in curriculum delivery.
Professional Practice	Contributes to advancing professional practice/research or scholarly activity in own area of specialism.
Planning and managing resources	Plans, prioritises and manages resources effectively to achieve long term objectives.  Is able to apply for different sources of internal and external funding for projects.
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups.
Student experience or customer service	Builds and maintains positive relationships with students.
Creativity, Innovation and Problem Solving	Suggests practical solutions to new or unique problems.

**Last updated: 09/09/2020**

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