

JOB DESCRIPTION & PERSON SPECIFICATION	
Job Title: Course Leader: MA Service Experience Design and Innovation (LCC)	Salary: £43,961 - £52,965 (26,376 - £31,799 pro rata)
Contract Length: Permanent	Hours/ FTE: Point 6
Grade: 6	Location: LCC
Accountable to: Programme Director	College/ Service: School of Design
Purpose of the role: To be responsible to the Programme Director for: <ul style="list-style-type: none"> • The academic leadership and management of the Course, including the maintenance and enhancement of standards and responsibility for the design, development and delivery of the curriculum • The day to day management of the Course including all areas of learning, teaching and assessment of students as well as resources allocated. • Observing and implementing the policies and procedures of the University and the College. 	
Duties and Responsibilities In consultation with academic, administrative, managerial and technical colleagues (as appropriate) to: <p>Academic Contribute to the academic mission of the Programme and its implementation as an active participant within the University and College committee structures, ensuring clarity of identity, currency of subject agendas, relevance of learning methods and the fulfilment of appropriate standards at each level of study.</p> <p>Provide the vision for the Course, set the agenda for its development and maintaining and enhancing quality.</p> <p>Quality Management and Enhancement Undertake the effective monitoring of the course and lead enhancement activities.</p> <p>Contribute to, and where appropriate lead on the process of course development, minor modifications, major changes, validation, revalidation and review by the University, external agencies and professional bodies in liaison with Programme Director and relevant Deans/Associate Deans.</p> <p>Analyse data on student progression and achievement with a view to identifying issues and trends and formulating appropriate action in response.</p> <p>Contribute to the work of the academic committees of the University and, where appropriate, act as Chair.</p> <p>Curriculum Design, Content and Organisation Ensure that the curriculum is relevant, current and consistent with the mission of the Programme and the vision for the course.</p> <p>Ensure that the delivery of the curriculum is organised and resourced appropriately to the academic award, and to the learning styles and developmental stages of the students</p> <p>Learning Teaching and Assessment Ensure that the learning (teaching and assessment) methods employed on the Course are appropriate to the academic award, resources allocated and the demands of the subject and the learning styles and developmental stages of the students.</p> <p>Plan and manage the assessment process for the Course, to comply with University policy and</p>	

appropriate academic standards to ensure students are given constructive and timely feedback that helps them improve.

Contribute to University committees, such as Assessment Panels, Boards of Examiners and their sub-boards, as appropriate.

Undertake such teaching duties as are appropriate to the requirements of the course and consistent with your areas of expertise.

Student Support and Guidance

Ensure that students enrolled on the Course are appropriately supported and provided with timely and constructive guidance for their academic development and pastoral care, fulfilling the policies and procedures of the University and the College and utilising appropriate channels and media

In liaison with the Academic Administration Coordinator/Programme Manager ensure that information provided to students enrolled on the Course is current, accessible and consistent.

Contribute to information provided to students by the University, College and Programme

Ensure the maintenance of standards of student discipline on the Course as detailed within the Student Charter

Ensure effective liaison with, and organisation of student representatives for the course.

Student Progression and Achievement

In liaison with the Academic Administration Coordinator/Programme Manager, ensure that student records are maintained which are current, accurate and constructive.

Be responsible for and, where appropriate, lead the recruitment and selection processes applicable to the Course, ensuring the correct delivery of the University Admissions Policy

Managerial

Contribute to the leadership and management of the Programme by working with academic, administrative, managerial and technical colleagues to ensure quality, consistency and clarity of course delivery.

Recruit, lead, manage and support the academic staff responsible for the delivery of the Course, setting, promoting and maintaining appropriate educational and professional standards of good practice in all aspects of course organisation, administration and delivery

Work with colleagues across the College to ensure the highest possible standards of student experience in terms of:

- Course promotion (provision of material, contribution to open days and other recruitment activities on – and off-site)
- Student progression
- Student recruitment
- Student induction
- Learning support
- Disability support (only in respect of signposting to students and staff how appropriate professional support can be accessed)

Produce reports and management information as required

Undertake health and safety duties and responsibilities appropriate to the role and in accordance with University policies and procedure.

Entrepreneurship and Enterprise

Promote a culture of enterprise within the Programme and amongst the student and staff community

Operate in a collegiate manner in liaising with appropriate colleagues (i.e. Programme Directors,

Enterprise Units & Development Team) in order to contribute to the income generating and related sponsorship activities of the University and College in areas that are directly related to their Academic Programme and areas of specialism.

Professional

Establish and maintain appropriate dialogues and relationships with the subject community (academic, governmental and commercial) and its audiences, nationally and internationally, continually updating knowledge of national academic developments, subject and skills, and relevant industrial and technological developments for the benefit of the course, colleagues and students.

Undertake research and/or professional practice to maintain your subject currency as part of own continuing professional development to ensure you maintain your position as a leader in your field, actively promoting and contributing to the professional and research profile of the Programme, as an individual and through research groups and / or consultancy projects.

Support and contribute to the Course, Programme, School, College and University's external profile.

Make a constructive contribution to the development of the broader academic and cultural direction of the College as required

Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.

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.

Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.

Perform such duties consistent with the role as may be assigned from time to time, anywhere within the University.

Key Working Relationships:

- Senior managers
- Managers at same level
- Academic staff managed
- External partners
- Students

Specific Management Responsibilities:

Course Budgets:

Assist Programme Director by monitoring expenditure across following budget areas:

- Associate Lecturer/Visiting Practitioner budget, in association with the Programme Director
- Consumables budget
- Project budgets

Course Staff:

- Established academic staff
- Associate Lecturers / Visiting Practitioners

Other (e.g. accommodation, equipment):

To ensure appropriate staff are taking action where following are in need of repair or maintenance:

- Academic office(s) and associated equipment, fixtures and fittings
- Studio(s) and associated equipment, fixtures and fittings

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All shortlisted applicants will be required to undertake the CREDO on-line personality assessment. This assessment provides us with a valuable insight into your preferred working style, temperament, interests and values. We will use your assessment to focus our interview discussion with you, in order to assess the fit between your profile and the role. At the end of the selection process each candidate will be offered the opportunity to receive a copy of the CREDO candidate development report. Staff selection decisions will never be made solely on the basis of a psychometric assessment

Specialist Knowledge/Qualifications	<ul style="list-style-type: none"> • Relevant undergraduate degree • Post-graduate degree in Service Design or a closely related discipline and/or significant industry experience as a practitioner in service design, social innovation, prototyping and project innovation management. • PGCHE or equivalent or willingness to undertake such a qualification. • PhD desirable • Active researcher with a network of industry and academic contacts. Should be considered an expert in the field with relevant publications/projects disseminated in the public arena.
Relevant Experience	<ul style="list-style-type: none"> • Experience of Post-graduate/undergraduate teaching and assessment • Industry experience as a practitioner in service design, social innovation, prototyping and project innovation management • In depth understanding of global economic, social, political and cultural forces currently transforming professional design practices • Experience of curriculum development in an HE environment • Course Leader experience, management and organisational skills
Communication Skills	<p>Communicates effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way</p> <p>Uses appropriate levels of IT skills to enable best use of available information and communication to support learning and organisational effectiveness as necessary for the post.</p>

Leadership and Management	Motivates and leads a team effectively, setting clear objectives to manage performance
Research, Teaching and Learning	Applies innovative approaches to course leadership, teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity
	Applies own research to develop learning and assessment practice
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
Teamwork	Builds effective teams, networks or communities of practice and fosters constructive cross team collaboration
Student experience or customer service	Contributes to improving or adapting provision to enhance the student experience or customer service
Creativity, Innovation and Problem Solving	Suggests practical solutions to new or unique problems

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