

## JOB DESCRIPTION AND PERSON SPECIFICATION

**Job Title:** Associate Dean Student Experience

**Accountable to:** Dean of Academic Strategy

**Contract Length:** Permanent

**Hours per week/FTE:** 1.0FTE

**Weeks per year:** AYR

**Salary:** Pay Band for Associate Deans

**Grade:** Individual

**College/Service:** London College of Fashion

**Location:** London College of Fashion – current sites and Stratford from 2022

### Purpose of Role:

To be academic lead for the enhancement of the student experience as it relates to the organisation and management of the College's academic provision, student engagement and communication.

Ahead of the move to Stratford to lead a work stream of activity to enhance the student experience in alignment to UAL Academic Strategy and projects and the 4Fashion project.

To work closely with the LCF Schools and Associate Dean of Teaching, Learning and Enhancement to identify developments to support improved student attainment, retention, continuation as well as improving the College's student satisfaction metrics at both undergraduate and postgraduate levels.

### Duties and Responsibilities:

#### Leadership and Management:

- To lead the development and implementation of the College's plans for improving the student experience, providing guidance on the alignment of ambition, expectation and resources to the greatest effect.
- To contribute to the development of the University's strategies for enhancing student experience and engagement of students.
- To embed equality, diversity and inclusivity in all approaches to the enhancement of student experience and to lead the implementation of an inclusive curriculum.
- To contribute to University initiatives to promote good practice in the organisation and management of the student experience, the engagement of students and equality, diversity and inclusivity.
- To lead the College's work in ensuring the accurate and clear articulation of course provision to applicants and students (e.g. KIS, course descriptions, Unit briefing, etc.).
- Provide oversight to LCF Executive for University Student Survey (USS)/ NSS & PTES responses and Unit Evaluations; identifying key issues and action points as well as development /improvement strategies. Co-ordinate and support academic staff in the implementation of recommendations
- Provide oversight to LCF Executive for DLHE and employability metrics, identifying key issues and action points as well as development /improvement strategies. Co-ordinate and support academic staff in the implementation of recommendations.

#### Enhancement of student experience:

- To identify issues emerging from national and University student surveys relating to course organisation, management and communication, and formulate action plans in response to these issues.
- To identify and evaluate good practice in course organisation, management, inclusivity, communication and student engagement, and promote its adoption across the College.

- To monitor student complaints, appeals and extenuating circumstances claims with a view to identifying recurrent issues requiring a systemic or structural response and co-ordinating action with relevant colleagues.
- Work with colleagues in cross college groups or with specific course and programme teams to improve practice in course organisation and management, student engagement and inclusivity.
- Work in partnership with students directly and through the Students' Union to promote their engagement in the continuous improvement of their experience of the wider College and University.
- To encourage the use of digital tools in course organisation, management and communications where they lead to greater efficiency, effect or improved experience.
- To contribute to the delivery of College-wide staff development in relation to student experience, student engagement, communication and inclusivity.
- To contribute to the improvement of applicants' pre-arrival experience, and of students' orientation and induction.
- Lead and manage the Internationalisation of the curriculum, ensuring the accessibility of course programmes for International students and liaising with academic staff to achieve this (in particular Programme Directors and Course Leaders).
- Lead the development and implementation of the Creative Attributes Framework (CAF) in relation to learning outcomes and assessment strategies both in the context of LCF assessment/ attainment data and innovations in teaching and learning practice.
- Chair College committees or groups related to student experience and represent LCF at relevant UAL committees and meetings.

#### General:

- To undertake teaching which draws on your own areas of specialism to ensure you maintain current experience of learning and assessment, and provide examples of good practice to colleagues.
- Contribute to the effective leadership and efficient management of the College by being an active member of College management teams appropriate to your area of responsibility.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)
- 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.

#### **Key Working Relationships:**

Managers and other staff, and external partners, suppliers etc. with whom regular contact is required.

- Dean of Academic Strategy

- Pro Vice Chancellor /Head of Colleges
- School Deans and Associate Deans
- LCF Executive Group
- Associate Deans for Learning & Teaching & Enhancement
- AEM lead
- Associate Dean of Research
- HR Business Partner and the HR team

**Specific Management Responsibilities**

**Budgets:** Manage ongoing/project-related budgets associated with key areas of responsibility

**Other:** Significant task leadership and management responsibility

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Person Specification	
Specialist Knowledge/Qualifications	<p>Postgraduate qualification in related subject or equivalent professional experience. [SEP]</p> <p>Knowledge of educational pedagogy and current issues in FE, UG, PG and Research. [SEP]</p> <p>Experience of shaping and influencing academic developments within Higher Education [SEP]</p>
Relevant Experience	<p>Proven record of academic leadership and innovation in cross-disciplinary teaching and learning. Experience of reviewing areas identified for improvement and proactively leading the development of an inclusive and coherent curriculum. Proven record in championing and responding to student voice in the development of opportunities both within and beyond the curriculum. Experience of academic management and programme development to ensure inclusivity of the academic offer to facilitate progression across all levels.</p>
Communication Skills	<p>Communicates in a compelling and influential way adapting the style and message to a diverse internal or external audience in an inclusive and accessible way</p>
Leadership and Management	<p>Motivates and leads a team effectively and sets the direction of one or more function, promoting collaboration across formal boundaries</p> <p>Fosters an environment that embraces change, helps others to accept new ideas and make change happen. [SEP]</p>
Research, Teaching and Learning	<p>Applies innovative approaches in leading academic programmes, teaching, learning or professional practice to support excellent teaching, pedagogy and inclusivity</p> <p>Applies own research to develop learning and assessment practice</p>
Professional Practice	<p>Contributes to advancing professional practice/research or scholarly activity in own area of specialism</p>
Planning and managing resources	<p>Effectively plans and manages operational activities or large projects to achieve long term objectives</p>
Teamwork	<p>Builds effective teams, networks or communities of practice and fosters constructive cross team collaboration</p>
Student experience or customer service	<p>Makes a significant contribution to improving the student or customer experience to promote an inclusive environment for students, colleagues or customers</p>
Creativity, Innovation and Problem Solving	<p>Identifies innovative solutions to problems to bring a wider benefit to the organisation</p>

**Last Updated: June 2019**