Reports to:
Pro Vice-Chancellor Education and Student Experience.

Job purpose:

• To lead on the design and delivery of institutional education support ensuring the key strategic priorities support the University’s Education and Students sub-strategy.

• To lead the strategic delivery objectives and operational management of the Centre for Education Support and Innovation (CESI). Working with the specialist teams of the Centre, the Director of Education Support will ensure the sustainable and effective delivery of outstanding education support, that works in partnership with the academic community, delivering transformational change in learning and teaching to meet the changing needs and expectations of students.

• To provide high-level advice to the Pro Vice-Chancellor, College Education Deans and other University staff on requirements and delivery for high-quality educational support.

Principle duties:

Leadership and management

• Lead the specialist teams within the Centre for Education Support and Innovation, inspiring and enabling all to work to the best of their abilities:
  • Digital Education
  • Education Development
  • Student Engagement

• Build strong academic partnership relations, as well as academic associates of the Centre, to support effective delivery of the Centre’s strategic objectives.

• Develop and enhance the relationship of the Centre with College Deans and Education Managers, and with School Directors of Learning and Teaching, and Students’ Union colleagues to fully enable partnership working and trust and confidence in a professional education support service.

• Work with the Pro Vice-Chancellor for Education and Student Experience and other senior staff to enhance the student experience by proactively building and maintaining collaborative and effective working relationships with other units.

• Line manage the Head of Education Development, the Operations Manager, the Student Engagement Manager and the Head of Digital Education.

• Provide leadership support to all senior managers using effective performance management and professional development to ensure consistency and alignment of practice, and to maximise performance at the individual and team levels, so that each can realise their optimal potential.

• Proactively seek to embed and maintain a culture of continuous improvement and collaboration across the Centre, fostering the ethos of partnership working, co-creation and the University’s values.

Strategy and operations

• Lead the development and implementation of action plans to deliver learning and teaching themes of the Education and Students Sub-Strategy, and other key University strategies, ensuring these deliver the desired outcomes across a range of key performance measures.

• Be accountable for the delivery and maintenance of a high-quality and efficient ongoing education support service; establish and implement appropriate service standards and operational plans that are informed by continual improvement as a means of proactively responding to the changing needs of the University community and external frameworks and regulations.

• Evaluate the impact of ongoing activities and the benefits they provide to staff, students and the University, to help inform and drive strategic change in a managed and sustainable manner in accordance with internal and external drivers, ensuring institutional strategic initiatives and external change are effectively embedded in the Centre’s projects, and that all resource implications are fully understood and managed.

• Reporting regularly to the Student Experience Strategy Group and other relevant governance structures.
Planning and resources

- Oversee the planning, management and appropriate use of relevant budgets within Centre, to ensure the effective and efficient use of resources, and actively engaging senior staff in operations planning and resourcing decisions, while ensuring the Pro Vice-Chancellor for Education and Student Experience is fully briefed on all risks and issues, and the mitigations put in place to manage these.

- Development of business cases, position papers and cases for change, to support and deliver the Centre’s strategies.

- Working directly with the Pro Vice-Chancellor for Education and Student Experience and in collaboration with other senior staff across relevant units, take an evidence-based approach to determining service priorities when faced with competing demands on financial, staffing or other resources, ensuring the impact on service standards and compliance are fully understood and appreciated by all parties.

Dimensions (as of April 21):

The Centre for Education Support and Innovation (CESI) is a division within Academic and Student Support Services with the Director of Education Support reporting to the Pro Vice-Chancellor with a dotted line reporting to the Academic Registrar. The Centre support the development of those staff who teach or support teaching and learning.

50+ FTE STAFF
Staff budget of £2.5m
Non-pay budget of £240k
Total: £2.75 million

In addition, the Centre currently leading and managing four external bids from HEFCW for digital education, student engagement and support with a value of c£2m.

Direct reports (4):

Head of Education Development
Head of Digital Education
Head of Project And Operations
Head of Student Engagement

Plus working alongside
Academic Partners (5):

Academic Partner For Academic Development
Academic Partner For Student Engagement
Academic Partner For Inclusive Curriculum
Academic Partner For Assessment & Feedback
Academic Partner For Peer Review

Internal And External Relationships

Internal:

PVC Education and Student Experience, College Education Deans (UG and PG), University Deans for Student Employability and the Welsh Language.

Academic Registrar and AcSSS Management Team (particularly Head of Registry, Director of Student Support).

College Registrars, College Education Managers, key contacts in Schools with responsibilities for education and students.

University Head of Student Communications, Head of Quality, senior staff within IT and PMO.

Students’ Union and Student Voice Team.

External:

Wales Institutional Group, Heads of Education Development Group (HEDG), Advance HE.
Knowledge, skills and experience

- A degree, and either a professional qualification or substantive professional experience that is relevant to the role (e.g. leadership and management, education)
- Broad and deep experience of leading educational transformational change in an organization of equivalent size and shape
- Demonstrable knowledge and understanding of the key issues and challenges currently facing the Higher Education sector, specifically in relation to learning and teaching
- Substantive experience of leading, managing and developing educational teams in the delivery of services both remotely and in face-to-face settings, within a Higher Education context
- Demonstrable and sustained evidence of the effective development, translation and implementation of strategic plans into operational practices and procedures, including the development and/or implementation of learning and teaching policies and procedures, in accordance with external frameworks and regulations
- Evidence of a proactive approach to continual improvement and service delivery change, using an evidence-based approach informed by data insights, user experience and systematic evaluation, and the ability to support and motivate staff to actively engage with changing operational needs and drivers, while maintaining standards
- Experience of formal programme management, leadership, implementation and delivery across a large and complex (multisite and multichannel) environment, with the ability to be innovative and apply a high level of initiative to solve complex issues including the management and mitigation of risk

- Experience of operational planning and the effective management of resources that ensure sustainability in practice, while working under pressure, managing tight deadlines and balancing competing demands and priorities, as well as being cognisant of and responding to complex and emerging situations
- High level of numeracy skills, with the ability to interpret, evaluate and work with quantitative and qualitative data, and to use this to set KPIs, and make recommendations for improvement and change
- Excellent interpersonal skills, with experience in developing and maintaining effective working relationships with multiple stakeholders remotely and in person that promotes collaboration, a common understanding, and a culture of responsibility and accountability
- Excellent communication and influencing skills with the ability to persuade and motivate different audiences remotely and in person in a way that ensures strategic and operational priorities are understood and can be delivered
- Ability to negotiate with different parties in order to effectively manage the potential for conflict, while working within professional boundaries
- Strong commitment to the University’s mission and values, and to the integration and delivery of equality, diversity and inclusion principles to enable student success

Desirable:
- Postgraduate/professional qualification.
- Senior or Principal Fellowship of Advance HE
- Fluency in Welsh, written and oral.
Additional Information

Terms and Conditions of Employment
Cardiff University will offer an attractive salary, commensurate with experience, for a highly talented postholder. Cardiff offers 37 days per annum of annual leave plus bank holidays, and a USS Retirement Income Builder (RIB) pension. Relocation expenses (up to a maximum of £8,000) will be available for candidates moving to Cardiff.

Equality of Opportunity policy
Cardiff University is committed to promoting equality and diversity in all of its practices and activities, including those relating to staff recruitment and employment. The University aims to establish an inclusive culture which welcomes and ensures equality of opportunity for applicants of all ages, ethnicities, disabilities, family structures, genders, nationalities, sexual orientations, races, religious or other beliefs, and socio-economic backgrounds. This commitment forms part of Cardiff University’s Equality and Diversity Policy – see: www.cardiff.ac.uk/public-information/equality-and-diversity

How to Apply
To apply for any of these positions, please enclose a short CV (no longer than 5 sides of A4) along with a covering letter (no longer than 3 sides of A4) addressing the following:

- an outline of how your skills, expertise and experience meet the person specification and would allow you to make a positive contribution to the role
- how you would build effective working relationships in order to deliver across the breadth of the role
- the personal characteristics that make you suited to undertake the role

Email: pvc-education@cardiff.ac.uk

The deadline for entries is 16 June 2021.