

JOB DESCRIPTION



Job Title: Head of Education Policy, Quality and Student Experience
Department: Division of Education
Faculty/Professional Service: Academic Policy
Location: London
Reports to: Director of Education Services
Responsible for: Quality & Academic Standards Manager, Student Experience Manager, Access & Widening Participation Co-ordinator
Full Time/Part Time/Casual: Full Time
Hours (<i>if less than full time</i>):
Grade: Grade 8
Overall Purpose of the job: To provide leadership to the development and governance of academic policy and quality assurance, ensuring that student experiences are at the fore of the school's policies and decision making and that our approach to quality assurance augments the School's strategic aims, and assures compliance with external regulatory requirements and that we develop systems, policies and process to use our Degree Awarding Powers (DAPs). To manage the school's day to day interaction with the Student Representative Council (SRC), ensuring the SRC Executive are elected annually, trained, and supported to be effective in their roles and that that SRC is active in creating opportunities for students build social networks while at the School, building a sense of belonging. To ensure that student representation structures across the School's Faculties and programmes are active and that student representatives are supported and trained to be effective in their roles and able to influence and lead innovations and improvements to their education and wider experience. The postholder will work closely with the Pro Director Education, Director of Education Services, Associate Deans and SRC to provide pro-active advice and guidance on matters affecting academic standards, quality and the student experience. The role entails oversight of the School's approach to delivering education including monitoring and reporting on compliance with the Office for Students (OfS) Conditions of registration and other external frameworks and statutory requirements. The postholder will also ensure that there is effective provision of support to various academic committees within the governance structure, working with the Head of Governance to plan the schedule of committees and to ensure that committee business is structured, planned, and providing effective decision making to deliver on the School's strategic priorities.

General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is renowned for its research, postgraduate studies, and continuing education in public and global health.

Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education, and translation of knowledge into policy and practice.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity, and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

To find out more please visit our [Introducing LSHTM page](#).

Our Values

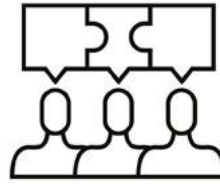
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with
integrity**



**Embrace
difference**



**Work
together**



**Create
impact**

FACULTY/DEPARTMENT INFORMATION

The Division of Education is a newly formed division providing professional services support across the whole of the School's Education and Student Experience activities, the division includes Registry & Student Systems, Student Support Services, Programme and Module Administration and Academic Policy, Quality and Student Experience.

The Division plays a key role in supporting the academic community to develop and deliver our innovative and world-leading teaching programmes and ensuring that we meet the aims of our Education Strategy to be at the forefront of innovation in our rooting excellence in on our strengths in research, building on our historic reputation for flexible and digitally enabled education, supporting our students to achieve their full academic potential and to work with students to be partners in co-creating their education and wider academic life at the School.

Main Duties and Responsibilities

1. STAFF MANAGEMENT & LEADERSHIP

- 1.1. To be an active and engaged member of the School's leadership team for education and the Education Services Management Team. Fostering a culture of teamwork, cooperation, and continual service improvement, offering solutions, effectively delegating tasks and taking the lead on identified projects. Deputising for the Director of Education Services where required.
- 1.2. To lead a team of professionals, setting the strategic and operational direction of the team and leading by example in developing an ethos of partnership working and good customer service.
- 1.3. To ensure the effective recruitment, induction, performance management and development of staff within the Team in line with School policies and procedures, including undertaking performance and development reviews when required. Ensuring team members are fully conversant in regulatory and policy matters as relate to quality and standards.
- 1.4. To manage annual leave and sickness absence records for the Team, providing regular reports as required, and ensuring adequate cover is provided at all times across the Team.

2. KEY WORKING RELATIONSHIPS

- 2.1. To establish and maintain positive working relationships with a wide range of internal and external stakeholders including the Pro-Director Education, SRC, Associate Deans, Taught Programme Directors, Programme Directors, Faculty Research Degree Directors & Managers, CELT, Professional Service Departments, QAA, OfS etc. Further to work with academic partners in the delivery of joint provision including the University of London Worldwide.
- 2.2. To participate in relevant internal and external working groups and committees, providing advice, guidance and expertise as required.
- 2.3. To engage with and support effective decision making and oversight at key School committees (inc. Council, Senate, and Executive Team), produce well-researched reports and papers evidencing School activity and overall compliance with expectations for quality and standards. To manage effective engagement and consultation with students and staff in the development of academic policy, regulations, and QA procedures,

3. ROLE SPECIFIC RESPONSIBILITIES

- 3.1. To proactively maintain up to date knowledge and awareness of developments in policy and practice within the higher education sector relating to student experience, academic regulation, compliance, widening participation, quality assurance and enhancement.

3.2. To ensure that the School's policies, regulations, guidance, and procedures relating to student experience and education are accurate and up-to-date.

Academic Policy

3.3. To be the School's senior expert and advisor on matters relating to the regulation and assessment of quality and standards, providing accurate, solution-focused guidance on issues related to the regulatory landscape and its impact on educational delivery, in particular developing our strategy and plans for awarding our own degrees, utilising our DAPs.

3.4. Ensure the School's academic policy frameworks contained in the Academic Manual are regularly reviewed and maintained. In the context of applying and using our DAPs, working with stakeholders and Committee decisions to ensure regulations and policies are up to date, reflective of the latest regulatory considerations and informed by collaborative agreement. Advising on external practice where appropriate.

3.5. To monitor, review and ensure compliance with key regulatory, quality assurance and administrative regulations and processes, including internal and external audit, programme approval and re-approval, external examining for taught programmes, monitoring, review activities and academic collaborative provision as well as ensuring oversight of programme accreditations.

3.6. To be responsible for the provision of full and effective secretariat support to key School Senate Sub-Committees, providing expert guidance and advice to Chairs and Secretaries and ensuring that business is planned and decisions well-informed.

Quality Assurance

3.7. To work closely with the Associate Dean (QAS and Collaborative Provision) to oversee the implementation of QA processes and development of education policy and regulations.

3.8. To oversee, coordinate and provide specialist support for approval processes in the design and development of new programmes and modules, including collaborative provision, working closely with academic staff and providing detailed advice and guidance as required.

3.9. To provide proactive advice and support to academic colleagues who are pursuing entrepreneurial and innovative opportunities for delivery of education including working with partners who commission CPD and collaborative provision opportunities with other universities.

3.10. To undertake regular reviews quality assurance processes, to ensure they are fit for purpose, and lead on the effective design, development, and implementation of new approaches to improve service delivery.

3.11. To provide ongoing training and support for academic staff undertaking key education roles; ensuring staff are supported when navigating key regulatory and quality processes and the relationship with external regulatory requirements.

Student Experience

3.12. To work closely with the Associate Dean (Student Experience) to design and deliver enhancements to the student experience, with a particular focus on the professional services and non-academic elements of student life.

3.13. To develop opportunities for the creation of strong student communities across the School from pre-arrival to graduation, to enable students to develop strong and lifelong networks of peers and to support students throughout the year through the development of a sense of 'belonging'.

3.14. To provide regular and consistent leadership, advocacy and expertise of student engagement and student voice in all aspects of School 'life', in particular to champion the role of students as active participants in shaping their education experience. This would involve direct engagement and work with the SRC.

3.15. To ensure the SRC annual elections are managed effectively and that new officers of the SRC receive appropriate training and support to be effective in their roles.

3.16. To ensure that training and support is provided to the School's network of Faculty, programme, and module level student representatives.

3.17. To oversee delivery of the School's Access and Widening Participation strategy, including active engagement with Programme Directors, the Student Recruitment team, and the Admissions teams to implement and deliver initiatives aimed at widening participation in the School's programmes.

3.18. To oversee the School's participation in student surveys including planning, promotion, administering the surveys and producing results for circulation to staff.

3.19. To manage and monitor the Team budget and participate in annual budget planning meetings.

4. ANY OTHER DUTIES

4.1. To ensure that all Quality and Academic Standards information sources, including the webpages, are accurate and up-to-date.

4.2. The post holder will be required to undertake any other appropriate duties as may be required by the Director of Education Services.

4.3. To manage your own continuous professional development, internal collaborations, and external networks, attending training and conferences as required, in order to contribute to service improvement and innovation.

Generic duties and responsibilities of all LSHTM employees

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Head of Department or Head of Professional Service.

The post holder will be responsible and accountable for ensuring all LSHTM policies, procedures, regulations, and employment legislative requirements are adhered to including equality and diversity and health and safety.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual Performance and Development Review (PDR).

PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

Competency	Evidence	E / D
Education, Qualifications and Training	<ul style="list-style-type: none"> • Hold an undergraduate degree (or equivalent qualification or relevant professional experience) 	E
Experience	<ul style="list-style-type: none"> • Significant experience of leading policy development in the Higher Education sector • Significant experience of negotiating the harmonisation of education policy and process across faculties and departments. • Significant experience of leading student experience initiatives which have resulted in enhanced student satisfaction • Experience of engaging students in governance, decision making and quality enhancement • Experience of drafting high quality policy documentation for committees and decision-making forums • Experience of successfully reviewing in detail and improving procedures and processes • Experience of managing, leading, developing, and motivating a team • Experience of establishing and maintaining effective working relationships with senior academic staff, often in challenging and complex situations. 	E E E E E E E E
Knowledge	<ul style="list-style-type: none"> • An excellent understanding of the UK Higher Education sector, and particularly recent developments postgraduate education. • An understanding of how relevant legislation impacts upon student administration in Higher Education (in particular the OfS) • Knowledge of good practice in developing a student focussed environment 	E E D

	<ul style="list-style-type: none"> • Excellent knowledge and understanding of student engagement and representation 	E
Personal Qualities	<ul style="list-style-type: none"> • Proven ability to take a strategic view, ensuring alignment of school strategy with external opportunities. • Pragmatic and collaborative, able to work flexibly with colleagues and students, • Demonstrable commitment to equality, diversity, and inclusion • Excellent verbal, written and communication skills • Excellent interpersonal skills with the ability to influence and negotiate at all levels, and to exercise tact, diplomacy and confidentiality • Ability to lead, manage and implement change • Ability to work as part of a team and independently, taking the initiative as required • Excellent analytical and problem-solving skills including the ability to analyse and manipulate data 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>

E-Essential: Requirement without which the job could not be done

D-Desirable: Requirements that would enable the candidate to perform the job well

Date compiled: August 2023

Salary and Conditions of Appointment

The salary will be on the Professional Services salary scale, Grade 8 scale in the range £60,221 - £79,559 per annum pro rata (inclusive of London Weighting).

The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part time staff. In addition to this there are discretionary "Wellbeing Days." Membership of the Pension Scheme is available.

LSHTM has a Hybrid Working Framework, which alongside agreed service requirements, enables teams to work more flexibly (if the role allows), promoting a greater wellbeing and work/life balance.

Application Process

Applications should be made on-line via our [jobs website](#). Applications should also include the names and email contacts of 2 referees who can be contacted immediately if appointed. Online applications will be accepted by the automated system until 10pm of the closing date. We regret that late applications cannot be accepted. Any queries regarding the application process may be addressed to jobs@lshtm.ac.uk.

The supporting statement section should set out how your qualifications, experience and training meet each of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV," "Yes" or "No" will not be considered acceptable and will not be scored.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

Asylum and Immigration Statement

LSHTM will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

Applications from candidates who require sponsorship to work in the UK will be considered alongside other applications. Applicants who do not currently have the right to work in the UK will have to satisfy UK Visas & Immigration regulations before they can be appointed.

Further information about Sponsorship and eligibility to work in the UK, can be found on the [government immigration rules page](#).