

Manager Role & Responsibilities

1. Role

The role of a Manager is to deliver a World-class level of service to our clients, undertake assigned work and manage relevant processes, people and or projects.

The Manager will manage people either directly or indirectly to deliver the agreed process or projects e.g. programmes, subjects or learning materials.

Specific objectives will be agreed as part of the performance development review process.

- Business Delivery
 - ☐ Working with the resources available, deliver a professional service to clients both internally and externally and continue to seek ways to improve our delivery.
- Client Development
 - ☐ Assist the University in the growth of student client numbers, managing the existing student client population to deliver a high quality learning experience and assist the relevant management teams in creating new opportunities for future growth.
- Functional Management
 - ☐ Act as a role model, coaching/mentoring members of delivery/design teams.
 - ☐ Take responsibility for the management and development of team members, programme management or design and production.
- Professional Skills
 - ☐ Build on your competence in the skills and technical requirements of the role whilst developing skills to lead others, manage programmes, deliver services, carry out design and build capability within and across teams.

2. Responsibilities

- Business Delivery
 - ☐ Undertake standard teaching, extra curricular and supervisory or design responsibilities expected of a Manager who has a lead delivery role.

- ☐ Utilise available preparation time with increased efficiency to deliver effective programmes, learning materials and services, maintaining high standards to maximise learning outcomes.
- ☐ Take ownership and responsibility for delivery of relevant assignments/projects.
- ☐ Through TQEFs and class observations monitor and reflect on the quality of delivery levels and provide detailed feedback and coaching on courses and people.
- ☐ Manage personal tutor assessment allocation and support the overall assessment process.
- ☐ Lead, advocate and develop the University's learning model whilst encouraging and recording constructive feedback on course design, materials and delivery from members of the team.
- ☐ Take responsibility for managing deadlines on behalf of the team, prioritise work daily by checking timescales, ensuring most important tasks or actions are completed first and communicate changes when applicable.
- ☐ Ensure that any formal student client complaints/investigations are conducted professionally and thoroughly to achieve the appropriate outcome.
- ☐ Generate QA reports and reviews.

- Client Development

- ☐ Understand the University's Vision, Mission, Values and portfolio of programmes and services.
- ☐ Deepen knowledge of the student client market and our Client firms businesses through effective client relationship management and liaise with the business development team.
- ☐ Research and support the wider understanding of the University's products and services and the areas that make the University distinctive within the marketplace.
- ☐ Maintain and develop networks with clients, colleagues and other professionals through external appointments and committees.
- ☐ Take all opportunities to promote and raise the profile of the University in the marketplace.
- ☐ Present a positive image to other areas of the University and external contacts by clearly communicating the role and purpose of the team.
- ☐ Get actively involved with centre led business development activity, formal client management e.g. university presentations and conversion campaigns.
- ☐ Provide employability insight in all aspects of delivery and in design to complement the services that the University provides.

- ☐ Play a leading role in obtaining first hand client feedback and use it to improve delivery, products and services including learning materials.

- Functional Management

- ☐ Through the delivery of daily tasks and decisions demonstrate commitment to our Values.
- ☐ Demonstrate drive, determination, enthusiasm and an ability to work flexibly and effectively as a leader and member of a team.
- ☐ Work co-operatively with all colleagues to encourage good working relationships and maintain high levels of client support and delivery.
- ☐ Be a role model, coaching / mentoring members of the team.
- ☐ Manage or supervise tutors and/or business professionals on delegated tasks, supporting and promoting teamwork.
- ☐ Provide cover, when appropriate.
- ☐ Support fellow team members to achieve deadlines within and beyond your own area of responsibility.
- ☐ Lead, attend and contribute to team meetings ensuring that your experience from practice, know-how and skills are shared amongst the wider team.
- ☐ Seek and provide regular constructive feedback through peer observations and working together.
- ☐ Support the development of others through taking a lead, sharing knowledge and skills gained through working for the University.
- ☐ Enable tutors to understand the design and structure of the modules they have to deliver and work as part of a wider management team.
- ☐ Working across teams and functions undertake specialist roles which require the experience of a Manager.
- ☐ Support your executive manager or head of function in achieving business objectives and contribute to ideas constructively.
- ☐ Step up to other leadership and management roles when required.

- Professional Skills

- ☐ Develop skills to fulfil or exceed the responsibilities of a Manager.
- ☐ Develop skills to lead and manage others.
- ☐ Seek and provide regular constructive feedback through the University's processes (including TQEF) and working together.
- ☐ Ensure your performance development review takes place on a timely basis and that objectives are agreed.

- ☐ Keep up to date with developments in your area of specialism whilst linking into current practice.
- ☐ Maintain facilitation skills and flexible attitude to enable you to teach and contribute to the design and production of subjects/modules/programmes outside your area of specialism and support the implementation of change.
- ☐ Maintain and broaden commercial awareness of the legal practice market.
- ☐ Develop commercial awareness of the education market and assist others to develop their knowledge in these areas.
- ☐ Discuss and agree personal development needs as part of your performance development review.
- ☐ Attend and deliver relevant learning and development.
- ☐ Contribute to ensuring that your know-how and skills are shared to support major programme change to enrich the learning experience for our student clients.
- ☐ Working with programme delivery teams, Design and Production and Business Development, seek development opportunities that will support your ongoing development.

Wider Contribution

In this role you will be required to support the University's Students' complaints and disciplinary processes – this will include investigating complaints, conducting disciplinary hearings and sitting on decision panels. To assist and support you in these important university duties, full and mandatory training will be provided.

The University values good citizenship, social responsibility and encourages people to take an active role within each centre and function to help define the University's personality and see our Values in action – it helps us towards achieving our World-class status.

Role holders name

Role holders signature

Date