St Mary's University Twickenham London

Job Title:	Short Course Manager
Department:	Commercial & Community
Reports To:	Director of Commercial & Community
Responsible for:	Short Course Administrators, Course Leads and Short Course Tutors
Grade:	Band J
Working Pattern:	28.8 hours per week worked across 5 days (which can involve evening and weekend work as and when required)

Overview

As the University builds on its proud heritage, we are looking for exceptional people to help shape our future. We provide a high-quality professional environment, inspired by our distinctive ethos and Catholic mission and values. Our values of excellence, generosity of spirit, inclusiveness and respect inspire us to create an academic community in which everybody is welcomed and which puts the student at the centre of all our endeavours.

With over 6,000 students the University makes significant contributions to its local community and the wider society, empowering its staff and students to have a positive impact on the world. The University's academic structure is focused around three Faculties, each comprising two to three Schools. Our academic portfolio embraces the Social Science, Allied Health and Sport, Teacher Education, and Theology and the Liberal and Creative Arts.

St Mary's is committed to providing our students with a transformational experience. The University's Vision 2030 outlines our approach and guides our supporting strategies, operating plans, and team and individual targets for achieving this. This includes extending our impact through growth to ensure future sustainability. We are focused on delivering outstanding teaching and pastoral support to our student population, as well as expanding and internationalising our academic portfolio of programmes. As we continue to expand our reach, our shared goals and values underpin a flourishing network of trusted partners, both at home and overseas, enabling us to promote our global profile and reach diverse communities.

School/Service Information:

The Professional Short Course team offer a range of courses for the community and employers running throughout the year, during the day, evenings and at weekends. Working with the Director of Commercial and Community, you will be responsible for the short course portfolio, ensuring projects are kept running to time, internal follow-up, administrative support, marketing and liaison with both internal and external stakeholders. You will lead the design, development and delivery of Short Course programmes from idea generation to business launch. You will ensure that our courses are delivered to a high standard and respond to market demand.

The wider Commercial and Community team have ambitious income goals and the aim of creating an ethos of innovation across the University. You will support these objectives by developing the short course portfolio, working with other members of the team, as well as with staff across the University.

Job Purpose:

You will be responsible for the overall management and daily operations for Professional Short Courses at St Mary's University ensuring a high-quality service delivery through effective people management, financial management and quality assurance. Short Courses at St Mary's include CPD, micro-credentials, recreational courses, externally accredited courses at levels one to five, and St Mary's accredited courses to level seven.

This role involves managing the short course team and coordinating the creation, scheduling, delivery, and evaluation of all courses. You will work closely with academics and hourly paid staff to ensure the success of these courses. You will also be able to work effectively internally with a wide range of colleagues across the University and with external organisations,

Main Duties and Responsibilities:

Strategy and Planning

- Support the Director of Commercial and Community to develop a business plan based on market research and competitor analysis
- Drive the effective planning, delivery and evaluation of the programmes/short courses offered
- Establish and retain centre accreditation(s) with relevant external awarding bodies
- Develop and implement a short course strategy and achieve revenue targets, identifying and growing new sources of income
- Develop and maintain excellent relationships with key stakeholders.

Operational Management

- Lead the end-to-end administration across the full short course lifecycle, from student recruitment and enrolment through to programme completion, managing student enquiries, casework, complaints and support processes in accordance with University policies and procedures.
- Responsible for programme delivery, quality assurance and continuous improvement, ensuring high quality student experience and full regulatory compliance.
- Develop and maintain expert knowledge of university academic regulations, policies and procedures governing programme validation, accreditation and delivery, and student journey from enrolment through assessment and progression to successful completion.
- Manage resources and budgets to deliver efficient, effective and financially sustainable services.
- Oversee recruitment of students, conversion of registrations, and co-ordinating publicity and marketing activity
- Liaise effectively with internal and external stakeholders including Registry, Security, and external bodies to support successful delivery and outstanding student experience.
- Respond to student complaints in accordance with relevant regulations, making any disclosures required by professional bodies

- Ensure student records are accurately maintained and reported in accordance with University requirements
- Ensure accurate and timely production of courses including the overall responsibility for timetabling and room bookings.

People Management

- Lead and develop an efficient administration team to deliver high quality, responsive and agile programme administration
- Recruit, manage and train hourly paid academics, casual staff or contractors as required for course delivery
- Provide line management of hourly paid academics, casual staff and Short Course administrators
- Undertake any additional duties as required by line manager

PERSON SPECIFICATION

		Assessed by		
Selection Criteria	**Essential (E) Desirable (D)**	**Application**	**Interview**	**Skills Test**
Knowledge and Qualifications				
A teaching, assessing and/or IV qualification is desirable	D		X	
An understanding of the wider higher education context	E	X	X	
Experience of managing courses	E	X	X	
Excellent interpersonal and influencing skills, both within and across organisational and professional boundaries.	E	X		
Experience of engagement with Professional Awarding Bodies	E	X		
Experience and an understanding of course design and assessment	E	X		
Experience of the Student Record Management System (SITS)	D	X		
Experience of financial and resource management	E	X		
Skills and Abilities				
Demonstrable project management skills	E	X		
Excellent people management skills including mentoring staff	E	X		

Excellent written and verbal communication skills, with the ability to communicate clearly with all audiences including managers and customers both internally and externally	E	X	X	X
Excellent IT skills	E	X		
Personal Attributes				
Ability to work effectively as a member of a team, effect change where necessary and establish and maintain good relationships with colleagues and students.	E	X		
Ability to facilitate discussions and offer support and guidance to colleagues and students.	E	X		
A high level of communication, interpersonal and presentation skills.	E	X	X	
The ability to work independently and think on your feet to solve problems.	E	X	X	X

University Policies and Procedures

All staff are expected to undertake their work in an inclusive, fair, safe and respectful manner, particular consideration should be given to the University values.

St Mary's University reserves the right to change and amend this Job description/Person Specification in accordance with the changing requirements of the organisation.

Written by: Tim Emmett, Director, Commercial and Community

Date: October 2026