

## ROLE DESCRIPTION AND PERSON SPECIFICATION

**Role Title: Head of Further Education and Apprenticeships**

**Service: Department of Further Education**

**Pay Band: F**

**Reports to: The Dean**

### **Job Purpose:**

- To lead, develop, manage and expand RUL's Further Education and apprenticeship portfolio of courses, ensuring that their direction, design and curriculum are fully aligned with Ravensbourne's Strategy and Academic Plan; that they are innovative and responsive to industry needs; and that agreed KPI's are met.
- To have operational oversight of all aspects of course management and delivery including budgeting and resourcing, student recruitment and progression, timetabling, learning and teaching, academic quality, assessment, learner feedback, and staff recruitment, management, workload planning and development.
- To line manage and develop the team of course leaders and academic staff.
- To contribute to and deliver on the wider strategy, development and planning in the FE and apprenticeships area
- To ensure that all related compliance and academic quality and standards are in place as required by external agencies and regulatory bodies, e.g., The Education and Skills Funding Agency (EFSA), the Greater London Authority (GLA), other regional combined authorities and The Office for Standards in Education (OFSTED).

### **Responsibilities:**

#### **General**

- to take responsibility for the annual planning process, working closely with course leaders to ensure that the agreed objectives and associated targets for the programme area are implemented.
- to manage the budget, delegating to course leaders where appropriate and monitoring expenditure to ensure the budget target is achieved at year end.
- to resolve operational issues arising from programme delivery, collaborating with the appropriate professional service as necessary, escalating unresolved issues if progress is not achieved
- to secure the resources necessary for effective operational delivery of the programme

- to maintain oversight of the use of resources so that deployment of space and equipment reflects institution-wide policies and practices, including health and safety
- to encourage and contribute to the inception, development and validation of new undergraduate and postgraduate courses in the programme area.
- in collaboration with the other senior academic managers and course leaders to ensure that shared delivery across courses within and between programmes is effectively managed and delivered
- to chair meetings of the course leaders team and of all staff, using these to keep colleagues up to date, and to receive feedback on the leadership, development and management of the programme
- to participate in institutional committees and sub-groups, working groups and project boards/teams as required
- to establish, develop and maintain industry links relevant to the programme area
- to initiate and, as agreed, support the development and maintenance of academic and industry partnerships, both in the UK and internationally
- to contribute to Alumni development and fundraising activities
- to contribute to Ravensbourne's commercial activity
- to develop and maintain links with key stakeholders and networks in FE and HE

### **Student Recruitment**

- to ensure that appropriate strategies and plans are in place and implemented for the marketing and promotion of courses within the programme area, including the drafting of copy for publicity material, ensuring that online departmental course information is up-to-date, and contributing to Open Days and other promotional initiatives
- to ensure effective student progression, to and through undergraduate level and from undergraduate to postgraduate
- to monitor student recruitment numbers and take appropriate action as necessary

### **Quality enhancement**

- to ensure that course delivery complies with Ravensbourne's quality standards and regulations and any required by external accrediting bodies
- to ensure that assessment feedback is effective, appropriate and timely
- to support the development and implementation of the Learning and Teaching and Student Experience Strategies.
- to ensure learner feedback is sought through both informal and formal mechanisms, and responded to promptly.
- to chair progression boards, ensuring that course teams deliver grades to Registry in a timely manner and that the progression boards deal with all issues effectively.
- to ensure representation at relevant institutional and external committees. Staff Recruitment, Management and Development
- to line manage Course Leaders, ensuring that they are meeting their responsibilities, objectives and targets, and that their development is supported
- to oversee the recruitment selection and induction of staff – both salaried and sessional – required to deliver the courses.
- to oversee the timetabling, work loading, motivation and well-being of staff, ensuring they are well-managed.

- to ensure that staff development needs are reviewed annually through APRD and that staff are supported in engaging with agreed development objectives.
- to ensure that a programme of teaching observation is in place and undertaken effectively
- to ensure that all academic staff receive sufficient development and support to enable them to participate in academic development initiatives
- to deal with staffing issues escalated by course leaders.
- to support staff in engaging in the Professional Skills Framework to achieve PGCE qualification and appropriate external accreditation
- to support those staff engaging in Research and Knowledge Exchange

### **Personal and Institutional**

- to deliver 2 hours teaching per week (i.e. 60 hours p.a.)
- to undertake specific projects and assignments for the department or for the institution as may be required from time to time
- to participate in Annual Performance Review and Development (APRD)
- to engage in personal development relevant to subject and professional expertise.
- to undertake other duties consistent with the role as may from time to time be assigned
- to demonstrate understanding of Ravensbourne's values, culture and educational ethos and promote these through everyday practice in the role.
- to work within Ravensbourne's Code of Conduct and other Rules
- to comply with all legislative, regulatory and policy requirements (e.g. Finance, HR) as appropriate
- to carry out the policies, procedures and practices of Health & Safety in all aspects of the role, and to ensure that guests to the Institution are given appropriate health and safety information on arrival
- to demonstrate value and importance of equality and diversity in every aspect of Ravensbourne's work, and show commitment through everyday practice in the role
- to work in accordance with, and promote Ravensbourne's environmental sustainability policy and practices
- to work continuously to improve individual knowledge, skills and behaviours for the current role and for the longer-term, gaining appropriate professional qualifications/accreditation and maintaining membership of appropriate professional bodies as appropriate
- to make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness

### **Key working relationships (i.e., titles of roles, both internally and externally, with which this role holder interacts on a regular basis):**

- The Dean
- Members of the University Executive Team
- Heads of Department
- Course leaders

- Fractional and sessional staff
- Heads of Research & KE, Creative Lab
- Professional Service Directors and Heads
- External business partners/regulatory agencies

### **Resources Managed**

**Budgets:** Programme budgets

**Staff:** Course Leaders and academic staff

**Other (e.g. equipment; space):** FE & apprenticeship space

## **Person Specification (Knowledge, Skills and Behaviours)**

### **Core Personal Skills**

#### **Minimum Qualification Required :**

A Degree, appropriate professional qualification or equivalent.

A post-graduate qualification (preferably a relevant doctorate)

A PGCE or HEA accreditation or the ability to achieve one of these

#### **Experience**

Current knowledge and experience of Further Education, Pre- Degree and apprenticeship provision and delivery linked to Higher Education in a creative context.

A track record of effective working with OFSTED, EFSA and/or other external agencies and regulatory bodies

A working experience of the Education Inspection Framework with successful outcomes

Excellent people management and leadership skills illustrated through the management of a team and their ability to deliver to agreed targets through high quality provision

An innovative and creative thinker with a proven track record which demonstrates an ability to develop and deliver on strategy

Knowledge, understanding and experience of marketing management and business planning processes and tools to facilitate the identification of new markets and the evaluation of potential business ideas, including the setting up of projects and the management of delivery

Knowledge, understanding and experience of complex business contexts involving multiple income streams and the impact of changing environments on this e.g. further/higher education strategic, funding and commercial contexts

Significant experience of carrying out a leadership and management role preferably in higher or further education and/or in relevant area of professional expertise including performance management.

Knowledge, understanding and significant experience of quality assurance and quality enhancement structures, processes and implementation

Knowledge, understanding and experience of approaches to flexible delivery of courses

Knowledge, understanding and experience of the issues relating to widening participation and student retention.

Knowledge, understanding and experience of the new product development process and its relevance to academic and business contexts.

Experience of setting up agile command structures for short term projects (e.g. working groups that deliver intended outcomes), of leading projects and of achieving outcomes within a given timescale

Experience of business planning, the forecasting of student numbers and resource requirements associated with an expanding or contracting portfolio.

Strong network of contacts in areas relevant to the post with evidence of successful collaborations

Experience of innovation in learning and teaching in further, and/or higher education and an ability to evaluate and embed new initiatives successfully

Experience of working collaboratively with students with significant outcomes beneficial both to the individual learner and to the wider institutional community

### **Enterprise and Support for Income Generation**

Understands the critical importance of income generation, in particular from student recruitment, and is alert to the opportunities for increasing income from existing or new sources, taking action as necessary.

### **Team Working**

Works collaboratively and harmoniously within the team and more widely with all significant others to get the job done, to the satisfaction of all those involved.

### **Communicating and Relating to Others**

Communicates clearly both orally and in writing (including formal and informal written documents). Can build and maintain effective relationships openly and honestly, using every medium appropriately and with consideration for the audience, so that the messages (both ways) are understood and able to be acted upon.

### **Organising Work**

Organises work for optimum effectiveness, using all the resources, tools and methods available, so that the objectives of the role, team and organisation are met.

### **Problem Solving and Decision Making**

Anticipates problems or issues and deals with them creatively and constructively, reaching a rational decision for dealing with the problem or issue; one that is capable of practical implementation

### **Future Focussed and Change-Ready**

Understands their current position in the broader environmental context and is receptive to, and open minded about, change, enabling them to respond positively and creatively to changing circumstances and requirements.

### **Numeracy and Statistics**

Understands, uses and presents numerical information clearly and accurately, according to the requirements of the task in hand.

### **Using IT**

#### **IT General**

Makes optimum use of appropriate digital technology and IT systems in all aspects of the role, particularly the ability to operate in a Virtual Learning Environment

#### **IT School Specific**

Has a strong understanding of the role and future potential of digital technology in the design industry.

### **IT Project Management**

Strong IT skills including, if using online project management tools, an awareness of the functional specifications of these tools in managing projects, such as Basecamp.

**IT Hardware** An awareness of audio visual input and output, including basic trouble shooting with adaptors (VGA, DVI), how to adjust and mirror laptop screen output to projectors, how to connect a range of peripheral devices such as mice, screens, Ethernet connections

**IT Software**

Know how to be able to launch applications successfully and close them again. To be able to use a range of different browsers effectively and appreciate their differences. To be able to save outputs from Microsoft Office programs in a variety of outputs supported by those programs, for the purposes of sharing.

**IT System**

Knows how to search for and connect to a range of wireless network connections, how to change audio output and video and microphone inputs for a laptop. To be aware of home folders synchronization and to be guided to maintain good housekeeping in terms of location of folders on local and network drives. To be able to use cloud based services provided by Ravensbourne after instruction: Gmail, Google documents, shared spreadsheets

**Core Leadership and Management Skills****Management and continuous improvement of operational delivery**

Leads and manages the operational delivery of a course or service, ensuring that standards are met and delivery continuously improved, to the satisfaction of those who pay for and/or receive the service

**Strategic and Business Planning and Implementation**

Leads and manages the identification, articulation and implementation of strategic and/or business plans

**Team Leadership and Management**

Leading and managing team(s) successfully towards specific agreed outcomes in ways that engage, motivate and develop team members

**Project Management**

Leads a project throughout its life cycle, using the methodology to ensure the Project achieves its agreed purposes.

**Resource Management**

Ensures that the resources required are available at the right time and in the right place, and appropriately monitored, so that the work can be done effectively and efficiently

**Staff Management**

Ensures that all staff managed are properly, deployed and developed in their role, and are enabled to make their contribution to the achievement of short and medium term objectives and longer-term organisational success

**Bidding for Funds**

Leads the process of bidding for project funding including the development of partnerships where required.

## Academic and Technical Knowledge and Know-How

### **Subject Knowledge and its Application**

Maintains, develops and applies comprehensive knowledge of the relevant subject discipline(s) and the means of keeping up to date in the application of that knowledge, for teaching and other aspects of the role

### **Inter-Disciplinarity**

Understands inter-disciplinary and convergent processes in creative and digital activities, and demonstrates a commitment and ability to ensure this is reflected in the educational offer

### **Applied Research and Knowledge Transfer (including Consultancy)**

Maintains, develops and applies comprehensive knowledge of the relevant subject discipline(s) and the means of applying that knowledge in an industrial/professional practice context

### **Planning and Managing Student Events**

Ensures that the work of existing and graduating students is presented and promoted effectively to a wide range of audiences, through an innovative programme of events and activities

### **Professional Context**

Develops and maintains an understanding of how developments in the professional, legal, regulatory and educational contexts impact upon own role specifically, and Ravensbourne more generally

### **Academic and Technical Educational Delivery, Systems and Processes**

#### **Teaching and Learning**

Combines subject content and learning and teaching methods in ways that fully enable learners to achieve their goals

### **Student Recruitment, Admission and Induction**

Ensures that prospective students are attracted by Ravensbourne's offer and assisted in making their choice; that they are selected fairly and in accordance with equality and diversity principles; and that they are enrolled and registered promptly and efficiently, and receive an effective induction

### **Student Engagement**

Involves students fully in their educational experience by encouraging them to contribute as Course Representatives or Student Union Officers; participating in course evaluation and curriculum design; and helping them understand the nature of their educational experience, by setting realistic expectations



**Course Administration and Quality Assurance**

Supports the delivery of education to students by contributing to the efficient running of the programmes in management area, in accordance with Ravensbourne's quality standards and procedure

**Course and Curriculum Design**

Designs and re-designs courses and associated curricula, bringing together digital technology and creative content in ways that ensure effective student learning and future employability

**Technical Equipment**

Ensures that all equipment in use is fit for educational purpose, and that new equipment is purchased cost effectively, installed safely, and regularly maintained

**Technical Tutor Support**

To facilitate the Technical Tutor service in supporting effective induction and Health and Safety awareness

**Industry and Educational Context**

Develops and maintains an understanding of how changes in both the relevant industries and higher and further education impact upon the role specifically and Ravensbourne more generally