



Job Title:	Senior Education Support Officer (Faculty)
Department:	Curriculum, Learning & Assessment Service
Grade:	Grade 7
Salary range:	£37,099 - £44,263
Working arrangements:	Monday – Friday, 35 hours per week. Current working arrangements are hybrid, with some time in the office and some time working from home.

The University

At Durham University we are proud of our people. A globally outstanding centre of educational excellence, a collegiate community of extraordinary people, a unique and historic setting – Durham is a university like no other. Across the University we have a huge variety of roles and career opportunities, which together make us a large and successful community, which is a key hub of activity within our region and nationally. Whether you are at the very start, middle or end of your career, there is a role for you. We believe everyone has their own unique skills to offer. We would be thrilled if you would consider joining our thriving University. Further information about the University can be found [here](#)

The Role and the Department

The Department

The University offers an education that is challenging, difficult, enabling and transformative. **Curriculum, Learning & Assessment** supports this offering.

Working for the Pro-Vice-Chancellor (Education), we develop and implement educational guidance, policy and regulations. We manage engagement with external educational bodies and reviews, support the University's Education Committee (and its sub-committees), run and analyse Durham's national student surveys, and publish and maintain the University's regulations and handbooks. We work directly with departments and faculties, overseeing quality assurance and enhancement processes, and managing progress and examination processes for research degree students. We oversee student appeals and academic misconduct processes, and our Common Awards Team manages the national Common Awards partnership, working with the Church of England and Theological Educational Institute (TEIs) partners across England, Scotland and Wales.

Curriculum, Learning & Assessment is part of the **Student & Academic Services Directorate**. The Directorate provides a professional administrative support service to staff, students and potential students of Durham University. The Academic Registrar is the Director of Student & Academic Services, and is responsible to the Pro-Vice-Chancellor (Education) for its management. The following services fall under the remit of the Directorate:

- Curriculum, Learning and Assessment
- Student Immigration and Funding
- Student Registry

- Student Recruitment & Admissions

All of the services are based at the Palatine Centre in Durham City.

The Role

Working to the Business Partner model, this role supports learning and teaching in departments in one of the University's four faculties, providing academic and support staff with specialist advice (on, for example: programme development, educational partnerships, annual monitoring, regulation and policy, assessment, enhancement and assurance, student feedback and student data, external examining, external regulation and compliance activity) and more general support (as requested and agreed with their line manager and/or the Head of section). They manage assurance and enhancement processes for departments within the faculty, liaising with members of academic staff and support staff in departments/schools, and working closely with staff in the Faculty Office (particularly the Deputy Executive Deans for Education, and faculty support staff).

The role will also provide education policy support for the office, analysing regulations, external guidance and data, taking the lead on relevant areas of policy/process development, and supporting committees and working groups, as agreed with their line manager and/or the Head of section. This will involve liaising with senior members of staff within the Education Division (e.g. Heads of Service, Academic Registrar, PVC and Deputy PVC Education) and across the University, as necessary.

Working at Durham

A competitive salary is only one part of the many fantastic benefits you will receive if you join the University: you will also receive access to the following fantastic benefits:

- 30 Days annual leave per year in addition to 8 public holidays and 4 customary days per year – a total of 42 days per year.
- The University closes between Christmas and New Year – please include or delete if not applicable.
- We offer a generous pension scheme, As a new member of staff you will be automatically enrolled into the University Superannuation Scheme (USS).
- No matter how you travel to work, we have you covered. We have parking across campus, a cycle to work scheme which helps you to buy a bike and discount with local bus and train companies.
- There is a genuine commitment to developing our colleagues professionally and personally. There is a comprehensive range of development courses, apprenticeships and access to qualifications and routes to develop your career in the University. All staff have dedicated annual time to concentrate on their personal development opportunities.
- Lots of support for health and wellbeing including discounted membership for our state-of-the-art sport and gym facilities and access to a 24-7 Employee Assistance Programme.
- On site nursery is available and access to holiday camps for children aged 5-16 throughout the year.
- Family friendly policies, including maternity and adoption leave, which are among the most generous in the higher education sector (and likely above and beyond many employers).
- The opportunity to take part in staff volunteering activities to make a difference in the local community.

- Discounts are available via our benefits portal including money off at supermarkets, high street retailers, IT products such as Apple, the cinema and days out at various attractions.
- A salary sacrifice scheme is also available to help you take advantage of tax savings on benefits.
- If you are moving to Durham, we can help with removal costs and we have a dedicated team who can help you with the practicalities such as house hunting and schools. If you need a visa, we cover most visa costs and offer an interest free loan scheme to pay for dependant visas.

Durham University is committed to equality diversity, inclusion and values

Our collective aim is to create an open and inclusive environment where everyone can reach their full potential and we believe our staff should reflect the diversity of the global community in which we work. As a University equality, diversity, and inclusion (EDI) are a key part of the University's Strategy and a central part of everything we do. We also live by our values and our Staff Code of Conduct. At Durham we actively work towards providing an environment where our staff and students can study, work and live in a community which is supportive and inclusive. It's important to us that all of our colleagues are aligned to both our values and commitment to EDI.

We welcome and encourage applications from members of groups who are under-represented in our work force including people with disabilities, women and black, Asian and minority ethnic communities. If you have taken time out of your career, and you feel it relevant, let us know about it in your application. If you are a candidate with a disability, we are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to support the interview process wherever it is reasonable to do so and, where successful, reasonable adjustments will be made to support people within their role.

Person Specification

Essential Criteria

Qualifications/Experience

1. Educated to degree level (or equivalent experience).
2. Professional practitioner with relevant knowledge and expertise (including an understanding of current issues in higher education) used to contribute to the delivery and development of services, processes and activities within the organisation.
3. Experience of implementing policy and procedures and involvement with future changes for a service area.
4. Experience of providing specialist advice and guidance to a range of customers and colleagues, including more senior colleagues.
5. Experience of being able to network effectively and develop strong and productive working relationships, to influence perceptions of the University.

Qualifications/Experience

6. Proficiency in writing detailed, evidence-based reports.
7. Excellent spoken and written communication skills and the ability to develop excellent working relationships both internally and externally.

8. Excellent attention to detail, with the ability to maintain a high degree of accuracy whilst working under pressure to deliver to deadlines.
9. Knowledge and expertise in ensuring compliance with regulatory and organisational policy and guidelines.
10. Ability to solve problems and decide on and plan appropriate solutions.
11. Strong digital competence with demonstrable skills in using core digital tools including internet, email, digital communication tools, and Microsoft 365 applications.
12. Confidence in understanding, analysing and presenting quantitative and qualitative data.
13. A commitment to continuing professional development to maintain relevant sector skills and expertise.

Desirable Criteria

14. Experience of committee work, not necessarily in a work environment.
15. A postgraduate qualification, or equivalent experience (or be studying towards such a qualification).

Typical Role Requirements

Service Delivery

- Show a commitment to equality, diversity and inclusion and the University's values.
- Review and look for ways to improve systems and procedures that are relevant to your area of work in line with the University's frameworks and regulations.
- Provide specialist advice and guidance relating to your professional area of expertise, in line with the University's policies, regulations and values.
- Manage the delivery of educational quality assurance and enhancement processes across the University to a high standard.
- Provide the best possible service by continually reviewing what is required from internal and external staff and contribute to ideas and service improvements.
- Provide specialist knowledge and support when interpreting and analysing complex qualitative and quantitative data and information sources.
- Look for ways to improve processes and policies across all areas of your work.
- Identify any learning needs that should be met by the service and design activities and arrange any training or support for the departments you support. Contribute to development of operational service activities to ensure excellence in the stakeholder experience.
- Provide management for processes (e.g. for partnership and curriculum development, external examining, quality assurance and enhancement) ensuring a high-quality and timely service to all stakeholders, including prospective, existing and past students and academic and support staff in faculties and departments.

Planning and Organisation

- Contribute to operational leadership teams to influence the type and level of services that are provided by CLAS.
- Contribute to progressing the strategic and operational priorities of your Service.
- Collect and analyse stakeholder feedback to help define needs and requirements for the design and delivery of services relating to education.
- Analyse qualitative and quantitative data on the services provided to recommend areas for future improvement.
- Meet the development needs of your stakeholders, providing training when required.
- Analyse relevant qualitative and quantitative data (e.g. on student progression and degree outcomes, student survey results, external examiner reports) and provide detailed, evidence-based reports to academic departments, faculty representatives and Service Heads, making recommendations for improvement as appropriate.

Communication/Liaison

- Provide advice and share guidance with your stakeholders to ensure that the University's policies, procedures and regulations are complied with.
- Use your operational expertise to lead and participate in business meetings, working groups and sub-committees at departmental, faculty and operational service levels.
- Coordinate, organise and support committees and other business meetings.
- Update policies and procedures in response to any internal or external changes.
- Use your expertise to provide training or guidance to other stakeholders.
- Create positive working relationships, including internal and external networks, using your networks to increase your knowledge and skills and swap information with peers.
- Any other reasonable duties.