



Job Title:	Senior Education Support Officer (Faculty)
Department:	Curriculum, Learning & Assessment Service
Grade:	Grade 7
Salary range:	£35,333 - £42,155
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 run the University's matriculation and graduation ceremonies. 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 **Academic Office**. The Academic Office provides a professional administrative support service to staff, students and potential students of Durham University. The Academic Registrar is the head of the department and is responsible to the Pro-Vice-Chancellor (Education) for its management. The following services fall under the remit of the Academic Office:

- Curriculum, Learning and Assessment

- Student Immigration and Funding
- Student Registry

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).

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 39 days per year. The University closes between Christmas and New Year.
- 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.
- 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 children's clubs in the summer holidays.
- 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).
- 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.
- 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.
- We offer generous pension schemes.

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

1. Excellent oral and written communication skills and the ability to develop excellent working relationships both internally and externally.
2. Educated to degree level (or equivalent experience).
3. Proficiency in writing detailed, evidence-based reports.
4. 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.
5. Knowledge and experience of ensuring compliance with regulatory and organisational policy and guidelines.
6. Experience of providing specialist advice and guidance to a range of customers and colleagues, including more senior colleagues.
7. Excellent attention to detail, with the ability to maintain a high degree of accuracy whilst working under pressure to deliver to deadlines.
8. Experience of implementing policy and procedures and involvement with future changes for a service area.
9. Excellent digital competence with demonstrable skills in using core digital tools including internet, email, digital communication tools, and Microsoft 365 applications.
10. Experience of being able to network effectively and develop strong and productive working relationships, to influence perceptions of the University.
11. Confidence in understanding, analysing and presenting numerical data.
12. A commitment to continuing professional development

Desirable Criteria

13. Experience of committee work, not necessarily in a work environment.

14. A postgraduate qualification, or equivalent experience (or be studying towards such a qualification).

Typical Role Requirements

Service Delivery

- A commitment to equality, diversity and inclusion and the University's values.
- Contribute to development of operational service activities to ensure excellence in the stakeholder experience.
- ~~Responsible for managing small budgets for consumables and some capital items, keeping records and processing invoices.~~
- Provide management for ~~stakeholder service areas and/or~~ 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.
- Ensure the review and improvement of systems and procedures in line with University, School, Department, Faculty or unit frameworks.
- Distribute service information and provide advice to stakeholders regarding compliance and regulations.
- Ensure regulations and procedures are updated to take account of internal and external changes.

Planning and Organisation

- Implement changes to the design and development of service processes, techniques and deliverables for service strands and/or project streams relating to education.
- Collect and analyse stakeholder feedback to help define needs and requirements and the design and planning of services relating to education.
- Analyse ~~service data~~ 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.

Teamwork

- Contribute to operational leadership teams and decision making to shape the nature and level of support services.

Communications and Networking

- Internal and external relationship development and partnership working, networking and participation to engage and influence future services and the University reputation.
- Deliver training, ~~teaching~~ and/or development delivery activities for stakeholders.

- Contribute to and lead business meetings, working groups and sub-committees at departmental, faculty and operational service levels.
- Provide proactive and comprehensive input and support to Heads of Services, Schools and/or Departments, and senior leaders at faculty and institutional level, to achieve strategic and operational priorities relating to education.
- Provide advice to stakeholders (academic and professional support staff, students and external staff) in relation to University, School and or Department educational policy, procedures and regulations.
- Coordinate and oversee committee and Task & Finish Group work, and deal with complaints.
- Provide training, guidance and/or instruction to stakeholders.

Knowledge and Experience

- Recognised professional practitioner and service specialist.
- Provide specialist expertise and support with complexity of data and information sources, interpretation and analysis.
- Identify and design activities to meet learning objectives and outcomes.
- Maintain an awareness of current educational policy for University business goals (such as widening participation and access, TEF, OfS requirements etc), and provision of advice using specialist knowledge.
- Awareness of the external environment and sector best practice to support high quality services in education.
- Any other reasonable duties.