

JOB PROFILE	
Company:	The Language Gallery
Department:	SMT
Role:	Campus Manager (TLG)
Reporting to:	Managing Director
Direct reports:	Student Services & Operational Functions
Location:	Birmingham

ROLE SUMMARY

The post holder will work closely with the Academic Director and provide effective management of academic operations on campus including academic interviews, resources and processes that underpin student engagement, retention and completion, student performance and well-being and the achievement of College targets and key performance indicators (KPIs).

KEY ACTIVITIES

Retention and Completion Management

- Supporting the design, development and embedding of all operational and academic processes and procedures including those intended to enhance student continuation and completion rates, and those intended to enhance student engagement and development.
- Supporting in the systematic analysis of student performance data, in the context of national trends and any College-specific educational objectives, taking appropriate action to ensure targets and KPIs are met.
- Monitor retention trends across the associated Departments and Programmes (including withdrawals, interrupts and fails) in relation to protected characteristics, demographic characteristics, or other variables.
- Work with Programme Leader and other departments to develop measurable plans and initiatives to improve student retention and success, and ensure regular monitoring of performance against said plan.
- Support a uniform and consistent approach to programme withdrawal, interruption and progression.
- Work collaboratively with University partners
- Write reports pertaining to student data, as appropriate, for presentation at Joint Management Board and SMT
- Monitor of student support and ensure effective and timely feedback is available to students
- Collate and co-ordinate college-wide initiatives to increase student success.
- Work with the Faculty and other departments to show-case retention and student success initiatives that have real impact.
- Assist departments with the organisation of additional academic support sessions for students – e.g.: those needing to do resits.
- Undertake and implement projects as required by the Executive to ensure the smooth running of the College
- Take lead on all Health & Safety matters on campus
- Act as the Safeguarding Lead for TLG on the campus

- Act as the Data Protection Officer for TLG on the campus
- Other duties and responsibilities as agreed by the Academic Director in support of student retention and success.

Operational & other duties

- Supporting on the interface with Group central services, ensuring smooth collaborative relationships and complementary services that are embedded, efficient and focused on attaining key outcomes for the Colleges and Group.
- Working with the Academic Director to develop and implement the College's Strategic Plan and its organizational enhancement strategy.
- Supporting the development of budgets and financial plans for the colleges based on agreed strategy and constantly reviewing and interpreting financial and operation information
- Assisting the college in presenting reports to senior executives, stakeholders, and board members.
- Overseeing expenses and budgeting to help the organization organize costs and benefits
- Representing the College on Committees, Working Parties and Groups, as required.
- Celebrating diversity and promoting equality, ensuring everyone has equal access to College Services regardless of gender, social, cultural, linguistic, religious and ethnic background.
- Undergoing any training and development relevant to the satisfactory performance of the job as well as supporting the training of those reporting to the post, as required.
- Overseeing all Health and Safety activities and ensuring all regulatory compliance is met
- Overseeing the implementation of technology solutions across the organization
- Ensuring that facilities meet Government regulations and environmental, health and security standards
- Other duties and responsibilities as agreed by the Academic Director

General Duties

- To undertake other duties appropriate to the grade and character of work as may be reasonably required, including specific duties of a similar or lesser grade.
- To adhere to the College's Equality, Diversity, and Inclusion Policy in all activities, and to actively promote equality of opportunity wherever possible.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act.
- To work in accordance with the Data Protection Act 2018 and UK GDPR.

QUALIFICATIONS, KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED		
	Essential	Desirable
Qualifications/Education	<ul style="list-style-type: none"> • Educated to degree level. • Evidence of continuing professional development. 	<ul style="list-style-type: none"> • Higher Degree/Professional Qualification in Management/Education.

<p>Knowledge/Skills</p>	<ul style="list-style-type: none"> • Ability to develop and prepare comprehensive financial/business analyses • Knowledge of budget preparation, cost estimating, monitoring, and financial management principles and procedures • Familiarity with all business functions including HR, Finance, IT systems. • Good knowledge and understanding of staff development, well-being and performance management strategies, business practices and procedures. • Understanding of funding methodologies and budget building and control. • Effective communication and influencing skills, including the ability to liaise at a senior level and develop and maintain effective partnerships with a range of stakeholders. • Ability to manage complex relationships to achieve successful outcomes for learners. • Commitment to delivering a quality provision in a range of environments and achieving performance and service improvements. • Work flexibly to fulfil the requirements of the role. 	
<p>Experience</p>	<ul style="list-style-type: none"> • Significant experience of Project Management, Finance, Operations and Facilities areas. • Substantial experience of successfully embedding and managing operations in an educational environment. • Experience of dealing successfully with quality assurance and accreditation bodies. • Evidence of effective performance management of staff and resources, including developing and leading high-performing teams. 	<ul style="list-style-type: none"> • Experience of successfully implementing staff appraisal and observation of teaching to support and enhance staff performance.

	<ul style="list-style-type: none"> • Experience in the leadership, management and delivery of education and training provision to learners. 	
<p>The above duties will inevitably change as the work of the College develops. The post-holder should therefore expect periodic variations to this job description. This job description may also be supplemented on a regular basis by individual objectives derived from College strategies.</p> <p>The post involves commitment to working outside the normal College hours and a willingness to work flexibly is expected. There will be an occasional need to undertake business travel between other GUS sites within London and across the UK.</p> <p>The postholder will be expected to work closely with GUS central services and personnel.</p> <p>There is an expectation that all employees will maintain the values of the Group and will comply with the code of conduct as well as equality and diversity, health and safety and safeguarding policies.</p>		