

University of London Job Specification

Job Title: Laws Manager (Student Support and Events)

Department: University of London Worldwide

Section: Undergraduate Laws

Level: 7 (AMP)

Job Purpose:	<p>The Laws Manager (Student Support and Events) oversees student support activities and coordinates administration for Undergraduate Laws, using excellent organisational and analytical skills in a number of key areas of activity:</p> <ul style="list-style-type: none"> • To manage a range of activities and events to support Undergraduate Laws and the student body; • To support and coordinate a range of activities directed primarily at supporting the student learning experience; • To undertake information gathering and evaluation exercises to support Undergraduate Laws; • To organise study support sessions and other events. 	
Job Content:	<p>Percentage breakdown of time spent on each duty or on a related group of duties</p>	%
<ol style="list-style-type: none"> 1. To work closely with the Head of UG Laws Office, and the Director and Associate Directors of Undergraduate Laws, to maintain and further develop effective systems of support for Undergraduate Laws students, including: 2. Overseeing the management of and handling complex enquiries from students, re-directing them as necessary. 3. Supporting the development and implementation of systems for the gathering, analysis and follow-up of feedback from UG Laws students, and providing timely reports on that feedback. 4. To work closely with the UG Laws team to develop the teaching and learning environment for Undergraduate Laws, including assisting in the production and development of policy and guidance for students. 5. To design, organise and project manage study support events both in the UK and overseas on behalf of Undergraduate Laws. 6. To oversee the provision of clear, up-to-date and consistent information to students through the publication of a range of publications and communications channels such as monthly newsletters, bulletins and social media. 		

<p>7. To deliver regular briefings for UoLW colleagues to include, for example, any developments within the structure of Undergraduate Laws, liaising with UG Laws colleagues as appropriate.</p> <p>8. To oversee the annual award of prizes and certificates to students as well as the Laws Scholarship schemes, liaising with the Laws Student Support Officers as appropriate.</p> <p>9. To provide guidance and support to the Laws student support team in respect of student support matters and in the development and delivery of teaching and learning initiatives.</p> <p>10. To participate in the ongoing development and implementation of relationships with LLB teaching institutions in line with the Teaching Institutions Recognition Framework (TIRF), including inspection visits and student data, and the production of reports and communications to institutions.</p> <p>Other</p> <p>11. To undertake occasional travel in the UK and overseas.</p> <p>12. Any other duties that are consistent with the grade and scope of the post.</p> <p>13. To work with colleagues to ensure the timely response to email queries.</p> <p>14. Any other duties reasonably required of the postholder by the Director of Undergraduate Laws.</p>	
<p>Reports to:</p> <p>Responsible for:</p>	<p>Head of Undergraduate Laws Office</p> <p>N/A</p>
<p>Additional demands of the role:</p>	<p>The postholder will be required to work occasional weekends in relation to the programme study support events.</p> <p>Some travel will be required.</p>

Person Specification

EXPERIENCE & PERSONAL QUALITIES

Essential:

- Preparing reports, papers and minutes relating to complex subject matters.
- Managing a demanding and varied workload to deadlines.
- Working on a variety of complex issues simultaneously.
- Organising and servicing meetings and events.
- Providing guidance and support to colleagues on complex issues.

Desirable:

- Experience of working in a Higher Education student support environment.
- Demonstrable experience of working with databases and spreadsheets to organise and present information.
- Making presentations to groups.
- Gathering background information relating to specific work related issues, including use of the Internet for such purposes.
- Working with colleagues at all levels and from a variety of backgrounds.

TECHNICAL KNOWLEDGE & SKILLS

Essential:

- Advanced IT skills, including word-processing (Word), databases (e.g. FileMaker Pro and Access) spreadsheets (Excel), email (Outlook) and use of the Internet are required.
- Excellent standards of communication, interpersonal, organisational, analytical, presentation and liaison skills are all essential to the role, as is an understanding of the interpretation and application of statistical information.

EDUCATION & PROFESSIONAL QUALIFICATIONS

Essential:

- Educated to graduate level or equivalent by experience or ability.
- Highly self-motivated and able administrator and manager with excellent organisational skills.
- Highly articulate, numerate and literate, the postholder must be a confident and friendly communicator with strong interpersonal skills.
- Needed to be immediately effective in the role, the postholder must be a self-starter with the ability to absorb and deploy new information quickly and accurately.
- An enquiring and analytical approach is essential, as is the ability to maintain the utmost attention to detail at all times.
- Adaptable and flexible in approach with the ability to work effectively both independently and as part of a team with common objectives.
- The ability to establish and maintain good relations with colleagues and with external contacts while exercising a high degree of discretion, tact, diplomacy and determination, is essential.
- Excellent presentation of work.
- The postholder must be prepared to take active responsibility and work without close supervision or regular direction, but must also be able to recognise when it is necessary to discuss work in progress. There will be regular team meetings for planning, follow-up and review.

Competency Requirements	Essential	Desirable
Adapting to change	B	C
Creativity and innovation	C	
Interpersonal understanding	B	C
Leadership	B	
Managing resources	A	B
Organisational commitment	B	C
Proactivity and planning	C	
Problem solving and decision making	C	
Performance Management	A	B
Resilience	C	
Working collaboratively with others	B	C
<p>Competencies are scored on an A-D scale, with D representing the highest demonstration of the competency.</p> <p>For further information on each of the competencies and relevant levels, please refer to the University's Competency Model http://www.london.ac.uk/5258</p>		