

Job Description

Role: Academic Manager, SAE Leamington Spa

Business Division: SAE Institute UK

Responsible to: Regional Operations Manager, SAE UK

1. Organisation Background

Established in 1976, SAE spans the globe with over 50 campuses in 23 countries and delivers world-class education to over 12,000 students in state-of-the-art creative facilities.

Our students come from diverse social, cultural, educational, and artistic backgrounds, with different personalities and experiences. We embrace these differences and allow each and every student to develop their own individual style and apply it to the industry skills taught at SAE. Our goal is to prepare our students for a realistic work environment making the course, facilities, lecturers as well as the atmosphere as close to the industry working environment as possible.

2. Overview and Objectives of the Position

This fully campus-based role primarily responsible for providing exceptional leadership of the faculty and managing the coordination and effective operational and administration of approved educational programmes and their effective delivery.

The AM also contributes to maintaining and enhancing the quality of student experience within SAE UK, with a matrix reporting line to the Dean UK who is accountable for the student experience and academic portfolio.

As part of the Campus Senior team, the AM ensures the compliance with internal academic course standards, external regulatory frameworks and legislative responsibilities, and that standards ensure the delivery of an outstanding student experience. This includes strict adherence to the implementation of all SAE policies and procedures in line with strategic priorities and organisational objectives and values.

3. Key relationships

- Campus Manager and Faculty
- Dean and Directorate of Academic & Student Services (DASS) team
- Students
- Marketing, Student recruitment and Admissions
- Registrar
- Local schools, industry connections and network

4. Key accountabilities

People management

- Leadership and management of all teaching staff, role-modelling professionalism, and promoting activities and behaviours with the student at the core of everything we do.
- Achieve agreed Campus and individual KPIs through effective line management of the campus faculty team to maximise student success, campus academic metric attainment and financial performance.
- Lead the faculty team. Train, coach, mentor and provide feedback in a timely manner to ensure an engaged, well-motivated and skilled team are in place.
- Motivate staff to remain active in the industry and foster their industry networks for the benefit of the campus and students and encourage positive participation in events that increase the reputation of the campus.
- Responsible for the well-being, health and safety of the team, students, and campus visitors.

Academic Quality, Effectiveness and Compliance

- Responsible for leading the campus academic team and ensuring the delivery of outstanding academic standards, excellent teaching and learning delivery quality, compliance and student outcomes.
- Work 'across the matrix' with functional leaders to ensure faculty have access to training and development programmes that aid use of modern and effective techniques to achieve outstanding delivery, experience and results for our students, regulatory agencies and stakeholders.
- Ensure that management of all academic activities and associated administration is undertaken on time and with high degree of accuracy.
- Inspire, motivate and continually improve the performance of teaching staff as part of the staff development and quality management process.
- Manage the student complaints and academic appeals process on campus and be a willing participant for campus colleagues to ensure fairness and integrity of grades conferred.

Student experience and outcomes

- Encourage a campus culture of "student first", where each student is supported to be an independent learner, to continually improve, to achieve their individual goals through positive and encouraging feedback and become a work ready graduate.
- Ensure all student processes, i.e. enrolment, census, attendance, assessments, extenuating circumstances, withdrawals, deferrals, visa requirements, complaints, etc. are fully completed in line with procedures and regulations.
- Work 'across the matrix' with functional leaders to ensure outstanding customer service is provided to each student, with extra-curricular activities arranged and appropriate support and wellbeing provisions in place at all times.
- Ensure the appropriate safeguarding protocols are followed, with particular attention to country familiarisation and integration for international students.
- Responsible for ensuring the Campus team builds credible industry relationships which provide pathway and work experience opportunities for our students.

Student recruitment, marketing, and admissions

- Work 'across the matrix' with functional leaders and on-campus team to ensure that campus revenue driver and revenue targets are exceeded.
- Develop, promote, and manage commercial opportunities and strategies to grow student enrolment numbers and ensure effective student recruitment (right student, right course), retention and engagement in liaison with campus and functional regional team.

- Work in liaison with the Marketing and Student Recruitment Team to ensure that there is a robust plan in place to execute on:
 - Recruitment open days and associated events to drive awareness and campus new enrolments.
 - School and Industry Partnerships events to enhance the student experience and contribute towards successful outcomes.
 - Local community events that align to market scanning activities to promote the creative media programmes on offer and contribute towards development of new verticals.
- Ensure adherence to all compliance and regulatory requirements of agency / regulatory bodies such as UK Visa & Immigrations (UKVI), Office for Students (OfS), Higher Education Statistics Agency (HESA), IDVA etc. in conjunction with the Directorate of Academic & Student Services (DASS) Team.

Campus operations, premises, budgets, and legislative compliance requirements

- Responsible for the maintenance of facilities and provision of resources to ensure the campus remains an industry-standard creative space that is conducive to high-quality learning and training.
- Manage the Capital Expenditure aligned to agreed budgets / forecasts, accurately and within required timescales.
- Oversee and manage operational protocols and compliance with all aspects of regulatory, legislative and Health and Safety requirements.

Executive leadership

- Member of the Leadership Team, actively participate and contribute to the strategic enhancement and growth of the region.
- Participate in development / improvement projects, working collaboratively across SAE as required.

Other

- Always work and act in accordance with SAE's values, adhering to all policies and procedures.
- Undertake any other duties as required commensurate with experience and seniority.
- Promote and ensure safe working practices and team well-being.
- Always demonstrate and promote professional and ethical behaviour and appearance.
- Work cooperatively and flexibly with the team and wider regional team to support periods of absence, workload peaks and troughs as required and undertaking other duties and tasks as required.

5. Key Performance Indicators

Evidence of:

- Achievement of academic / operational / financial metrics aligned to the role of Campus Director, i.e. (not exhaustive):
 - Academic: Student attendance, retention, progression, engagement, satisfaction, outcomes, assessment grading with evidence of useful and timely feedback by the faculty team on work, projects, and learning.
 - Operational: Workplace health & safety, staff retention, regulatory & quality reporting, and compliance.
 - Financial: Student enrolment numbers, operational expense management to agreed budgets, staff, and capital expenditure management to agreed budgets
- Positive feedback of well-organised, productive Boards, Panels and other operational and / or assessment committees / mechanisms.

- Effective staff leadership, management, and resourcing, as evidenced by feedback, performance reviews, employee voice, and retention.
- Being visible, role modelling and actively contributing to the development and growth of the team's potential and capabilities to achieve the best learning delivery and experience for our students.
- Satisfactory adherence to all compliance and regulatory requirements within agreed timeframes.
- Engagement with industry links and networks.
- A safe, professional, clean, and productive working environment.
- Effective management of resources, both physical and financial to ensure the campus remains an industry-standard creative space that is conducive to high-quality learning and training for both staff and students.
- All duties are carried out and completed within agreed timeframes and as directed.
- Always represents the campus in a professional manner that enhances the image and reputation for the team, campus, and SAE brand in general.

6. Selection Criteria

Essential

- Inspirational leader, strong people manager with a proven track record of delivering an outstanding and student-focussed experience.
- A strong understanding of the Higher Education sector.
- Adept at managing budgets, resources, and workplace health & safety (WH&S) matters effectively.
- Competent at understanding, analysing and utilising management reporting in a corporate environment.
- Availability for local travel as required.
- Full working rights for the UK. Due to the nature of this role, this position is fully based on Campus.

Desirable

- Experience in working within a matrix organisation.
- Successful career experience within creative media or education industry in a leadership or management position.
- Experience of student/educational portfolio business growth in an educational environment.
- Active participant in the creative media industry with strong industry links.

Person Specification

- Leadership skills which inspire and encourage positive communication, motivation, energy, trust, professional standards and a positive agent for commercial awareness, change and innovation.
- Enthusiastic, energetic and self-motivated.
- Experience in creating, developing and contributing to strategic goals and plans who critically assesses own and campus performance and welcomes feedback.
- Embraces collaborative working across a matrix structure, motivating others and achieving results both individually and as part of a team.
- Excellent written and verbal communication skills, able to present ideas and information tailored to the audience.
- Good organisational skills, creative, adaptable, resilient and able to work under pressure to organise, prioritise and meet deadlines.
- Demonstrates personal integrity and honesty at all times.

- Comfortable with change and positively thrives in exciting dynamic environments, demonstrating resilience and ability to prioritise responsibilities and manage change.
- Above all, is reliable, tolerant, and determined; an empathic communicator, able to see things from the other person's point of view; and importantly be able to get on with others and be a team-player.