

## Job Description

**Post Title:** Senior Lead – Student Experience

**Evaluation:** A5072 **Grade N9**

**Responsible to:** Head of Newcastle City Learning

**Responsible for:** Staff as allocated

**Job Purpose:** To lead on the strategic and operational delivery of the student experience, ensuring that all Newcastle City Learning students experience high-quality information, advice and guidance, enrolment, and onboarding to NCL learning programmes. In addition to operationally manage the exams and data and funding function within the service.

**Main Duties:** The following list is typical of the level of duties which the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar type and level may be required from time to time.

1. Provide direct support to the Head of Newcastle City Learning, managers, staff and partners by the provision of accurate data and information systems to support the effective delivery of curriculum and meet the strategic objectives of the business.
2. To lead on the co-ordination and completion of statutory returns to specified deadlines at the request of our external funding partners.
3. Work with all managers across the service to develop, implement and manage curriculum planning, enrolment and onboarding of new learners.
4. Lead and manage the exams function within the service.
5. Lead on the process for dealing with customer complaints.
6. Liaise with external agencies as appropriate, to maximise funding claims, and manage timely submission of data returns required under contracts held by Newcastle City Learning on behalf of Newcastle City Council.
7. Lead the development and implementation of a Management Information System

(MIS) to support the delivery of curriculum at Newcastle City Learning

8. Prepare reports and attend and contribute to relevant meetings and committees as required, including the NCL Advisory Board.
9. Line manage and ensure the effective deployment of all student experience staff and functions which support the learner experience and provide a full wrap around service to NCL learners, such as impartial advice and guidance.
10. Participate in and implement the City Council's Performance Management process, including facilitation of My Conversation meetings and other local authority performance management processes and procedures.
11. Manage and participate in projects and contribute to working groups, seminars and conferences as required.
12. Contribute to the recruitment, training and development of staff to enable the effective implementation of the student services function.
13. Contribute to the development of the Self-Assessment Report (SAR) by providing accurate performance information and implement and continually evaluate relevant quality improvement plans. Providing support to all curriculum managers and teams in the analysis of data and information to support evaluation of performance within their areas of responsibility.
14. Assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures.
15. Promote and implement the Council's Equality Policy in all aspects of employment and service delivery.