RECRUITMENT PACK

Associate Director
University of Wolverhampton Business School
INTRODUCTION

The University of Wolverhampton holds a distinctive place within the higher education sector, and is one of the most successful modern universities, delivering excellence in teaching and research, widening access, and business engagement. Having begun life 190 years ago to enhance the education and skill base of the workforce in what is today a major industrial conurbation, we have continued to fulfil and develop the role to meet the needs of the regions we serve. Today, as the ‘University of Opportunity’, the University of Wolverhampton is an integral part of economic growth and social change within the West Midlands and beyond.

Our course offering is comprehensive across our Schools and Institutes, based within four faculties. We have three main teaching campuses in the UK: City Campus based in the heart of Wolverhampton city centre, Walsall Campus, and Telford Innovation Campus. In addition we have Learning Centres in Burton, Telford and Stafford and operate the University of Wolverhampton Science Park, a centre devoted to the support and enhancement of innovation and enterprise. Further business engagement sites are located in Hereford and Kidderminster, and we also have an international presence with over 20 transnational education partners.

We are well known for the provision of high-quality education with an excellent graduate employment record, with 96% of our most recent graduating class in employment or further study. We are a significant strategic force in the educational, cultural and economic development of the West Midlands, recognised for world-leading research across all our research areas in the most recent Research Excellence Framework exercise, which in 2014 saw our largest staff and research submission yet.

The next stage of our development continues with our new, ambitious Strategic Plan 2016-2021. The Plan has, at its core, three pillars:

1. Students First
2. Skills and Knowledge for Economic and Social Transformation
3. Significant Influence and Impact

These pillars reaffirm our commitment to being the University of Opportunity, whilst driving forward outstanding teaching, research and business engagement, to make us a leading university in the UK and internationally.

Our five-year investment programme Our Vision, Your Opportunity aims to generate £250 million of investment by 2020, enhancing the student experience and driving economic growth to allow us to deliver our new Strategic Plan. It has already resulted in changes to the Campus skyline with new buildings like the Rosalind Franklin and Lord Swraj Paul buildings, home to our Business School. A £4 million redevelopment of the City Campus courtyard includes new catering options for students, including an on-site Starbucks, while the new Science and Technology Prototyping Centre at the University of Wolverhampton Science Park has opened its door to potential tenants.

We have also unveiled specialist engineering provision at Telford and City campuses (£12 million investment in total), the Digital Campus programme of digital projects is transforming student and staff processes and interactions, and our new £100 million construction and built environment ‘super campus’ is breathing new life into the former Springfield Brewery site in Wolverhampton. All of this is further supported by investment in research and academic staff.

This is an exciting time to join the University of Wolverhampton and we look for exceptional candidates to work with us in achieving our vision. Come and join us.

Professor Geoff Layer
Vice-Chancellor
UNIVERSITY MISSION

The University of Wolverhampton is a learning community promoting excellence, innovation and creativity. The University is committed to being:

• an agent for social inclusion and social mobility;
• an arena for the development of innovative ideas and critical thinking;
• a strategic force driving educational and cultural strategy for the city and the region;
• an educational hub supporting the economy through employment, entrepreneurship, creativity, knowledge transfer, research and development.

Through knowledge, innovation and enterprise we aim to transform the lives of all those who engage with us.
OUR HISTORY

The University of Wolverhampton is a leading modern university with a tradition of providing opportunity and academic excellence dating back more than 190 years.

The early years (1827-1899)
The roots of the University of Wolverhampton lie in the 19th century growth of Mechanics Institutes, which provided vocational and general education for working men. Following its formation in 1827, the institution grew and strengthened in the decades that followed, influenced heavily by being at the heart of the Industrial Revolution.

Early 20th century (1900-1944)
By 1903, an educational foundation had firmly been established with over 1,300 students studying courses including coach building, house painting and pattern making, with scholarships introduced in the early part of the 20th century. The Wolverhampton Technical College had been formed by 1915, as well as the Municipal School of Arts, later to become the Wolverhampton College of Art. In 1920, the original Deanery House was demolished, making way for the iconic Marble building you see today in Wulfruna Street. The foundation stone was laid by HRH Prince George in 1932 forming the base for the University's presence in Wolverhampton city centre to the present day.

The post-war years (1945-1968)
The post war 'boom' in education led to a growing demand for a variety of subject areas and in 1945 a music department opened, enrolling 135 students in the first year.

In 1957, the College was awarded one of the earliest digital computers in the UK. By 1966, with student numbers at c.7,000 the College began to provide Bachelor's degrees with options in English, Geography, History, Music, Economics and Computer Technology and held its first ever degree ceremony.

Wolverhampton Polytechnic (1969-1991)
On 1 September 1969, the College was officially designated a Polytechnic. It comprised five faculties: Applied Science, Art & Design, Arts, Engineering, and Social Sciences, with a further Faculty of Education established in 1977.

The 1970s also saw Wolverhampton develop into a truly international community with students from Iran, Malaysia, and Nigeria, and the delivery of Wolverhampton courses internationally beginning to flourish.

By the 1980s, through mergers with teacher training colleges in Wolverhampton, Dudley and Walsall, and expansion into the overseas market, the University had established itself as a global provider of entrepreneurial education. Nurse education was brought into higher education institutions from hospitals, mainly in polytechnics. For Wolverhampton, this led to the creation of the School of Nursing and Midwifery at Walsall Campus. Independence from local authority control and incorporation as a higher education institution occurred in 1988.

The University of Wolverhampton (1992-present)
In 1992, Wolverhampton Polytechnic was granted university status and became the University of Wolverhampton with direct degree awarding powers.
THE UNIVERSITY OF WOLVERHAMPTON TODAY

With approximately 22,000 students, of whom 80% are undergraduate, we are a large academic community. With a portfolio encompassing biosciences, social sciences, construction, engineering, law, computing, business management, education, health and wellbeing, and creative and performing arts we are renowned internationally for the quality of our programmes and recognised as being at the leading edge in enabling students to secure professional careers – as evidenced by our students’ 96% employability rate.*

We are fully committed to enhancing the student experience and the learning and teaching environment. We are developing clear faculty approaches to learning, teaching and assessment, particularly focusing on student support. Innovative teaching, scholastic development and research-informed teaching. As well as continuing to deliver effective teaching and learning in key subject areas, we are growing our portfolio of courses aimed at the economic needs of the region. This is reflected in the advance of our science, technology, engineering and maths (STEM) based provision, as well as specialist facilities, such as the British Judo Centre of Excellence at Walsall Campus, helping our students to develop the skillsets to achieve their ambitions.

We have recently reviewed our postgraduate portfolio and new areas of activity are developing rapidly. Over the last few decades our unique portfolio has attracted students from across the globe, and we were one of the first to develop ‘in-country’ delivery of our programmes.

We play a key role within our region and we have a significant track record of raising education standards in regional schools. We are leading the drive for improvement of underperforming schools in our region and supporting them to raise the aspiration levels of young people in the area. We currently sponsor a number of academies, two University Technical Colleges, and have a significant outreach programme to raise the aspiration of young people in the region.

The University has a long track record in the development of alternative and flexible forms of learning, particularly through blended learning. A major aspect of our ongoing investment is the new Digital Campus: a £30 million five year growth programme of five key digital projects. It aims to go beyond changes to IT infrastructure by aligning the University’s people, processes and systems and changing the way they interact.

We have a well-developed sense of purpose in respect of widening access and securing student success and we adopt the key principles of the Student Lifecycle Model developed by HEFCE in 2001. This means that we have a commitment to a holistic approach to an inclusive and accessible curriculum. We define widening access as providing opportunities and making sure individuals are able to maximise that opportunity. This requires a particular focus on transition to higher education, a supportive learning environment, a recognition of diversity, support into graduate employment and postgraduate study.

Our student body is very diverse in that we have one of the highest proportions of students from low income groups, a high proportion of students from minority ethnic groups, significant numbers of part-time and mature learners. We also have a rapidly growing intake of disabled students. All of this is based on building on our heritage and seeking to secure an inclusive environment.

We are committed to being a major global player and are increasingly developing key partnerships to secure further growth. In recent years there has been a significant growth in transnational education (TNE) partnerships and numbers are continuing to grow. There are also significant international research links in the faculties and these are also increasing.

As well as enhancing our students’ employability, the University is highly regarded within the region and beyond for the help it is able to give its commercial partners. We work with businesses of all sizes, from the small and medium-sized enterprise (SME) community to larger national companies. In support of research and development, the placement of our students into business and in discrete project assignments.

*Destination of Leavers from Higher Education, Class of 2017
STRATEGIC PLAN 2016-2021

**Our mission**
Maximising opportunity through generating knowledge, innovation and enterprise.

**Pillars**
1. Students First
2. Skills and Knowledge for Economic and Social Transformation
3. Significant Influence and Impact

**Our ambition**
To be a progressive and influential sector leader, championing diversity, growth, and creating life chances for all while enhancing economic impact and accelerating ambition across the entire University community.

1. **Students First**
   **By 2021, we will:**
   1.1 Achieve a sector-leading University experience for all.
   1.2 Maximise individual potential for all students.
   1.3 Create outstanding learning opportunities informed by world-leading research and professional practice.

2. **Skills and Knowledge for Economic and Social Transformation**
   **By 2021, we will:**
   2.1 Provide learning, research and engagement opportunities which target the economic and social needs of the areas in which we operate.
   2.2 Maximise individual potential for all our staff.
   2.3 Seek to eliminate inequality by narrowing the skills gap within the communities we serve.

3. **Significant Influence and Impact**
   **By 2021, we will:**
   3.1 Transform lives through research.
   3.2 Be renowned as a University that makes impact regionally, nationally and internationally.
   3.3 Foster global knowledge exchange and collaboration.

[wlw.ac.uk/strategic-plan](wlw.ac.uk/strategic-plan)
The University of Wolverhampton has prepared for the change in the higher education policy and funding environment in the UK. With good financial reserves and a high quality, focused curriculum offer, the future of the University is strong.

We also have a new innovation and enterprise strategy. Developing and enhancing current activity in this area, two innovation and enterprise hubs have been created at either end of the Wolverhampton Telford Technology Corridor, creating an environment that stimulates and encourages enterprise, entrepreneurship and innovation in the region. This not only presents fresh opportunities for students and graduates but also provides local businesses with the incentive to raise their research and development activities across the full range of technologies.

In 2018, we were awarded a Silver award as part of the Teaching Excellence Framework assessment. This award recognises that the University delivers provision that is of high quality and consistently exceeds the rigorous national quality requirements for UK higher education, with most students achieving excellent outcomes. Our enhancement of student learning opportunities was also highly commended, the highest possible accolade, following the last institutional audit by the Quality Assurance Agency in 2015. Additionally, our National Student Survey results continue to be strong.

In the Research Excellence Framework 2014, we entered more staff across more subject areas than ever before and all Research Centres submitting work had elements graded at the highest level, classed as world-leading.

We have made significant investment in our teaching and learning spaces, creating state-of-the-art facilities for students and staff. Following notable investment at Walsall Campus that resulted in our iconic Performance Hub, Library and a new Institute of Sport, including the British Judo Centre of Excellence, recent years have seen our Campus landscape develop even further. The £25 million Rosalind Franklin Building, a state-of-the-art science centre, opened for teaching in 2014 and the following year established the new £18 million Lord Swraj Paul Building, home to the University of Wolverhampton Business School. Our recent Millennium City courtyard redevelopment has improved access and catering facilities in the heart of our City Campus.

Further investment in engineering has transformed Telford Innovation Campus, while our plans for the new Springfield Campus are developing the former Springfield Brewery into a centre of excellence for construction and the built environment.

A new £10 million Science Centre has opened its doors on the University of Wolverhampton Science Park. The impressive three-storey facility offers high-specification spaces, workshops, specialist equipment and Category 1 and 2 laboratories for science and technology-based businesses in the Midlands.

The new Centre for Sikh and Panjabi Studies, launched in early 2018, will offer PhDs and Master’s level courses in Sikh Studies, as well as continuing professional development (CPD) courses for teachers and managers of diverse workforces such as national and local government, the NHS and the emergency services.
THE UNIVERSITY STRUCTURE

Vice-Chancellor

Private Office

Deputy Vice-Chancellor (External Engagement)
- Business Solutions
- Project Support Office
- External Relations Directorate
- University of Wolverhampton Science Park

Deputy Vice-Chancellor (Academic)
- Deans of Faculties
- Recruitment and Partnerships Directorate

Deputy Vice-Chancellor (Access and Life Long Learning)
- Academic Support Directorate
- IT Section
- Multi Academy Trust
- Regional Learning Centres

Chief Finance Officer
- Finance Department
- Academic Registry
- Human Resources Directorate
- Estates and Facilities

Director of Organisational Development
-
Research
The University of Wolverhampton has a breadth of research interests across its academic subject areas. Across the University, we have over 20 Research Centres and Institutes focusing on research areas including neuro-oncology, sport and exercise performance, dementia, art and design practices and the built environment. Our applied research activities impact on business, public and voluntary sectors in a number of ways by advancing knowledge and addressing real world problems. We are on a path to grow our research base and increase our impact, demonstrated by our improved Research Excellence Framework 2014 outcomes. As part of our commitment to enhancing research, we have invested £12 million to fund new or enhanced research areas over six years.

The initial focus of the investment has been the recruitment of new academic staff, to significantly enhance the research capacity and capability of the University in target areas and further build the research community. In addition to these strategic appointments, a number of PhD studentships have been established to grow existing high-quality research within the University, and we continue to invest in current staff to provide opportunity to grow the capacity for world-leading research. In the latest investment round, we have focused on new strategic strengths.

Business Growth and Innovation
The University of Wolverhampton is a business-facing university, investing in the development and enhancement of regional and national businesses.

Through our Telford Innovation Campus and the University of Wolverhampton Science Park, we provide much needed business incubator and grow-on space. Businesses housed in the incubator space have access to onsite business advice and training, specialist consultants, access to University facilities and consultants, and the Business Start programme. The University’s Business and Innovation Centre on the Telford Innovation Campus provides ‘grow-on’ space for those companies currently occupying the e-Innovation Centre on the same campus. The campus can hold up to 60 businesses with a further 80 businesses based at the Science Park.

The University of Wolverhampton is committed to the development of businesses. Our Business School, housed in the Lord Swraj Paul Building, features an executive education suite for training the business leaders of the region. Our Business Solutions Centres are support facilities that provide a one-stop shop for businesses to seek expert unbiased advice, support and resources from the combined partnership. Through the Business Solutions Centres, the University is also able to act as a ‘broker’ facilitating business expansion, something which businesses have reported is lacking within the region. Our presence in Hereford will soon grow with the addition of a new Centre for Cyber Security jointly funded by the University and Herefordshire Council.

In 2016, we launched our new Apprenticeship Hub on City Campus, which provides opportunities for budding apprentices to develop professional and technical skills in a real working environment, at the same time providing valuable resources and support to help meet the needs of local businesses. Over 400 apprentices are now studying with us on Higher and Degree Apprenticeships in areas as diverse as construction, healthcare and management, while the portfolio continues to grow to offer even more opportunities.
WOLVERHAMPTON: A PLACE OF OPPORTUNITY

The University of Wolverhampton is a vital provider of inspiration, aspiration, practical support and development in the Black Country, West Midlands and beyond.

The city has a vibrant, diverse, multicultural community and excellent transport links to Birmingham, Shropshire, Staffordshire, London and beyond. Just 30 minutes from Birmingham International Airport, the University of Wolverhampton is truly at the heart of the nation.

The Black Country is made up of four boroughs – Dudley, Sandwell, Walsall and Wolverhampton. Each borough is independently operated and has its own strengths and needs, but the Black Country as a whole is characterised by rich social, cultural and community diversity containing areas of social deprivation with traditionally low levels of educational participation.

The West Midlands Combined Authority (WMCA) is a combined authority for the West Midlands, uniting twelve local authorities and three Local Enterprise Partnerships working together to devolve powers from central government to locally elected politicians, such as first Mayor of the West Midlands Andy Street, with a focus on some of the biggest issues affecting people’s lives in the region.

In line with the University’s own £250 million investment plans, which are funding multiple flagship projects helping to change the city’s skyline, the city is also being revitalised in other ways. Wolverhampton is one of the top ten fastest growing economies in the UK with over £3.7 billion investment either on site or in the pipeline.

The interchange project in Wolverhampton city centre has revolutionised transport into the city, creating a single hub for public transport and creating a gateway entrance to the city on the West Coast Main Line. Multi-million pound extensions to the region’s tram network will also see transport links strengthened further over the coming decade.

The i54 project, just off the M54, sits between our City and Telford campuses, a 15 minute drive from either location. Supported by the Wolverhampton, Staffordshire County and South Staffordshire Councils, i54 is a significant development for the region with Jaguar Land Rover, Moog, and Eurofins already on the site.
We are a university of the region and for the region. Our mission commits us to providing for, and contributing to, the region through vocationally relevant programmes that ‘enable and encourage individuals to realise their full potential’. 80% of our undergraduate students come from within 25 miles of the City Campus which incorporates the Black Country, Shropshire, Staffordshire and Birmingham.

Powered by the revolutionary Midlands Engine and led through the Black Country local enterprise partnership (LEP), the area is undergoing a programme of regeneration. £1 billion of government investment will boost the region’s economy, with the West Midlands becoming a major ‘city region’ in which the University is a key partner for success.

The establishment of a devolution agenda in the region has led to the development of radical new partnerships. To address the challenges facing the West Midlands economy, we’ve entered into a groundbreaking partnership with Birmingham City University and Coventry University to launch West Midlands Combined Universities (WMCU) with a collective aim of increasing growth and prosperity in the region. We’re also collaborating with six universities as part of Midlands Enterprise Universities (MEU), a partnership that will combine the knowledge, expertise and influence to provide an economic resource to power the Midlands Engine. The focus is on collaboration and economic growth.

We help to embed entrepreneurship in our region through initiatives such as SPEED, led by the University and part-funded by the European Regional Development Fund, which aims to support current students and graduates to set up their own business. Helping participants to develop entrepreneurial skills, the project creates new jobs and wealth in the West Midlands region.

Part of our continuing success lies in our innovative partnerships, working to improve education and opportunity for communities across the West Midlands through Academy Schools, University Technical Colleges and University Centres, as well as collaborations with local businesses, particularly on sites such as Springfield. Flagship projects like this will help to mark out Wolverhampton as an economic power, with Springfield Campus positioning the city as a national and international hub of excellence for construction and the built environment.

The University of Wolverhampton Science Park is home to over 80 businesses. In addition to office and workshop space, the site provides an incubation unit for start-up companies and offers conferencing and seminar facilities to businesses, as well as Wolverhampton Business Solutions Centre which is recognised for providing award-winning business support services and consultancy. In 2016, we launched a new Business Solutions Centre in Wyre Forest, Kidderminster, following 2015’s new centres in Skylon Park, Hereford, and in Telford, which extended our support across the Marches region.

Our work in Shropshire is currently centred around our Telford Innovation Campus and involvement with the Marches LEP, while we are engaged with a number of Staffordshire based schools and businesses. In 2015, University Centre Telford launched at Telford’s Southwater One complex; a collaboration between the University and Telford College of Arts and Technology, the centre widens access to higher education through its offer of short courses and professional development opportunities. Over recent years, we’ve grown our presence in these areas, such as our new distributed learning centre, University of Wolverhampton in Stafford (UWIS), which is providing opportunities for lifelong learning to the community.

Meanwhile, a new centre is marching ahead in the fight against cyber crime. A joint venture between the University and Herefordshire Council, the Centre for Cyber Security in Hereford is a multi-million pound development which will provide office space for businesses and offer high quality research and training facilities designed to help the cyber sector tackle threats in cyberspace. The centre will be located on Skylon Park in the Hereford Enterprise Zone and is expected to open by spring 2020.
OUR REGIONAL PRESENCE

REGIONAL PRESENCE

- Campuses +
  - Wolverhampton, Telford, Walsall, UoW Science Park, Springfield

- Distributed Learning Centres / Regional Learning Centres
  - Stafford, Southwater (Telford), Hereford, Kidderminster, Burton

- University of Wolverhampton Multi-Academy Trust Schools

- University Technical Colleges
  - Health Futures - West Bromwich, WMUTC - Springfield

- Other Significant Projects
  - Elite Centre for Manufacturing Skills Spokes – Tipton & Aldridge
  - Arts Park – Wolverhampton
  - Cyber Security Centre – Hereford
Our International Presence

The University of Wolverhampton has an impressive international reputation built on the University's core activities in teaching, research and consultancy.

With over 10% of our student body coming from outside the EU, we are committed to the internationalisation of our University. We work with a number of partners across a range of geographical regions to deliver courses in-country, as part of the University's commitment to partnership and development for the global economy. Our in-country provision has been going on for over a decade and we now have over 2,000 students studying University courses ranging from Higher National Diplomas (HNDs) and honours degrees to taught postgraduate courses.

We are committed to engaging in overseas capacity building as a major part of our mission and strategy. Examples of such engagement include working with partners on staff development programmes to provide the opportunity for those staff to gain Master's, PhDs or teaching qualifications, and working directly with governments on leadership and entrepreneurship programmes.

The University of Wolverhampton has committed a minimum of 1% of its overall international income to international Corporate Social Responsibility (CSR) projects. A range of initiatives have been supported by the University to provide opportunities for young people from disadvantaged backgrounds in Costa Rica, Cameroon and India. In addition, the University has welcomed Syrian academics under the CARA scheme.
THE UNIVERSITY OF OPPORTUNITY: OUR INTERNATIONAL PRESENCE
The Registry Directorate provides an integrated and high-quality suite of professional service which advises, guides and supports the academic mission of the University to applicants, students, partners and staff across the University.

The Registry Directorate comprises several central units.

Admissions
Offering an excellent level of customer services, Admissions are often the first contact that applicants have with the University. Alongside general responsibilities – including evaluating, processing and making decision on applications, and liaising with applicants, academic staff, UCAS and other admissions services – Admissions ensure integrity and quality is maintained to ensure compliance with University regulations and relevant government legislation.

Programmes and Central Timetabling
The Programmes and Central Timetabling Unit’s responsibilities include rooming, ensuring that validated course information is prepared for students to register modules on eVision, providing advice and guidance to staff relating to courses, modules, assessments and regulatory advice, and assisting staff with web mark entry queries.

The Unit also publishes course guides, exam timetables, and assists the Student Transnational and Research Office (S.T.a.R.) in producing transnational education information.

Quality and Collaboration Unit
The Quality and Collaboration Unit (QCU) manages and provides guidance on the University's quality processes, including: academic governance, continuous monitoring, external examining, course modification and deletion, periodic review, PSRBs, audit, validation and approval of new provision. In addition, the Unit maintains oversight of the quality of academic partnerships. This involves working with new and established partners from a variety of institutions in the UK and worldwide to ensure staff and students experience high quality academic and administrative support.

Student Records
Student Records support a wide range of activities that impact upon student and institutional data and the student life cycle. These activities range from maintenance of student records, submitting returns to various government organisations, liaising with the other central departments regarding tuition fees, sponsor records and maintenance grants/loans to organising, promoting and co-ordinating the University's graduation ceremonies (including those held overseas).

Student Transnational and Research Office (S.T.a.R.)
The S.T.a.R Office provides excellent customer services and specialist knowledge, guidance and support including programme admissions, enrolment, assessments, award boards and graduation in the areas of transnational education, research and distance learning to transnational education students, research students, students on a designated distance learning course, and faculty/departmental staff.

Systems Development and Support
In liaison with faculties and other central departments, Systems Development and Support develop and maintain an excellent University student management information system that underpins academic administration; learning and teaching; research supervision activities; partner activity and placement activity across the institution, to ensure that decision-making is informed by easily accessible, accurate management information.

UKVI Compliance Unit
The UKVI Compliance Unit co-ordinates all Tier 4 and associated student visa and immigration activities. Liaising with the Home Office and other agencies, the UKVI Compliance Unit ensures that appropriate documentation is held centrally and any changes in circumstances are reported.
DIRECTORATE OVERVIEW

The Directorate of Academic Support (DAS) has over 200 staff covering a variety of administrative, technical and academic roles. It was formed in October 2013 and brings together the following core units:

- Learning and Information Services
- The College of Learning and Teaching

Our Approach
The Directorate’s overarching aim is to deliver excellent academic support in collaboration with the University community and University partners. In pursuit of this, we:

- have the customer at the heart of all that we do
- deliver services at the point of need
- are agile, resilient and robust
- deliver value for money
- demonstrate leadership and creativity
- fully engage with the University community and University partners.

Our Objectives
Built upon our strategic themes, the objectives of DAS are to:

- work collaboratively to deliver the transformative Digital Campus Foundation Programme, predicated on robust and integrated systems, software and infrastructure
- consolidate the breadth of our services to help develop a 24/7 holistic offer ensuring our services are always accessible at time and point of need
- proactively support teaching excellence and the University’s goal to be renowned for inspirational and research informed teaching
- optimise the University’s knowledge assets
- develop and support our staff to be customer-focused, proactive and expert.

Our Services
DAS offers a wide range of professional services across a number of areas.

Our agenda is an ambitious one built around a number of key themes which place our users at its core, looking to optimise their experience and the opportunities we provide them.
DIRECTORATE OVERVIEW

The Directorate of Academic Support (DAS) has over 200 staff covering a variety of administrative, technical and academic roles. It was formed in October 2013 and brings together the following core units:

- IT Services
- Learning and Information Services
- The College of Learning and Teaching

Our Approach
The Directorate’s overarching aim is to deliver excellent academic support in collaboration with the University community and University partners. In pursuit of this, we:

- have the customer at the heart of all that we do
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- proactively support teaching excellence and the University’s goal to be renowned for inspirational and research informed teaching
- optimise the University’s knowledge assets
- develop and support our staff to be customer-focused, proactive and expert.

Two new leadership posts are being established to build capacity at a strategic level in the Directorate of Academic Support. The new roles will provide essential leadership in core areas of business, will sustain and embed culture change, and deliver transformed, student-centred services.
The Registry & Faculty Administration Directorate provides an integrated and high-quality service which advises, guides and support the academic mission of the University to applicants, students, partners and staff across the University.

The Directorate comprises of several central units and operational/administrative support staff within the Faculties.

**Quality and Collaboration Unit**
The Quality and Collaboration Unit (QCU) manages and provides guidance on the University’s quality processes which includes Academic Governance, Continuous Monitoring, External Examining, Course Modification and Deletion, Periodic Review, PSRBs, Audit, Validation and Approval of new provision. In addition, the Unit maintains oversight of the quality of academic partnerships. This involves working with new and established partners from a variety of institutions in the UK and worldwide to ensure staff and students experience high quality academic and administrative support.

**Admissions**
Offering an excellent level of customer services, Admissions are often the first contact applicants have with the University. Alongside general responsibilities including: evaluating, processing and making decisions on applications; liaising with applicants, academic staff, UCAS and other admissions services, Admissions ensures integrity and quality is maintained in all aspects their responsibilities to ensure compliance with University regulations and relevant government legislation.

**Faculty Administration**
Faculty Administration staff provide high quality operational and administrative professional support to students, academic staff, partner organisations, government bodies, and funding bodies in relationship to the University of Wolverhampton’s Student lifecycle.

**Programmes and Central Timetabling**
The Programmes & Central Timetabling Unit are responsible for: - Rooming, ensures that the validated course information and Module Data are prepared for students to register modules on eVision, provides advice and guidance to staff relating to courses, modules, assessments and regulatory advice and assists staff with web mark entry queries.

The Unit also publishes Course Guides, the University Exam Timetables and assists the Student Transnational and Research Office (S.T.a.R) produce Trans National Education information.

**Student Centres and Student Offices**
Student Centres offer a conveniently located one-stop-shop; centralising services to enhance the student experience. There are two Student Centres at City Campus, one at Telford Campus and one at Walsall Campus and are staffed by Student Office staff and the Office of the Dean of Students’ staff.

The Student Offices, as well as servicing the Student Centres, provide a variety of professional services to Faculties including support for enrolments, general student record maintenance, assessments, Award Boards and Graduations.

**Student Records**
Student Records support a wide range of activities that impact upon Student and Institutional data and the student lifecycle. These activities range from maintenance of student records, submitting returns to various government organisations, liaising with the other central departments regarding tuition fees, sponsor records and maintenance grants/loans to organising, promoting and co-ordinating the University’s Graduation ceremonies (including those held overseas).

**Student Transnational and Research Office (S.T.a.R)**
The S.T.a.R Office provides excellent customer services and specialist knowledge, guidance and support including programme admissions, enrolment, assessments award boards and graduation in the areas of TNE, Research and Distance Learning to Transnational Education Students, Research Students, Students on a designated Distance Learning Course and Faculty/Departmental staff.

**Systems Development & Support**
In liaison with Faculties and other central departments develop and maintain an excellent University student management information system that will underpin academic administration, learning and teaching, research supervision activities, partner activity and placement activity across the institution, to ensure that decision-making is informed by easily accessible, accurate management information.

**UKVI Compliance Unit**
The UKVI Compliance Unit co-ordinates all Tier 4 and associated student visa and immigration activities. Liaising with the Home Office and other agencies the UKVI Compliance Unit ensures that appropriate documentation is held centrally and any changes in circumstances are reported.
The Faculty of Social Sciences comprises the University of Wolverhampton Business School, Wolverhampton Law School and the School of Social, Historical and Political Studies. With approximately 200 staff and 5000 students, the Faculty has a diverse range of programmes from foundation degrees, HNDs and honours degrees through to masters and research degrees. Students study through a range of modes including full-time, part-time and online at a distance. Programmes are offered on campus as well as with regional colleges and overseas partners. Courses are recognised for their innovation and the opportunities they offer students. The Faculty is also home to the University’s International Academy and to the renowned Centre for International Development and Training.

Recruitment has been consistent in a competitive market and NSS results and employability rates are improving year on year. Significant work has been undertaken to embed employability within the curriculum across all parts of the Faculty and to enhance the student experience, notably with the new £18 million Business School building (opened autumn 2015). The Faculty is home to the International Academy and has a strong international dimension with students from many different countries. We also have strong links with a number of international education partners in a range of countries including Oman, Sri Lanka, India, China, Malaysia, Cyprus, UAE, Myanmar and Nepal with over 750 students studying on University of Wolverhampton awards overseas.

Research in the Faculty has a growing national and international reputation with increasing research income. The Faculty is proud of its performance in the 2014 Research Excellence Framework exercise, where it was recognised for its world-leading research in areas such as history and business. The Faculty is developing its existing research centres in History, Management and Law with a view to ensuring that the quality of our return to REF 2020 is maximised and to enhance the link between research and the curriculum. As part of its commitment to research the University has established a new research institute (The Institute for Community Research and Development - ICRD) in the Faculty.

The Faculty’s community and business engagement has resulted in growing income from consultancy and training and increased opportunities for students to work with their practice communities as part of their curriculum. FoSS has strong links with industry and practice both regionally and nationally, and has long standing relationships with organisations such as Goodyear Dunlop, Mann and Hummel, as well as professional organisations including the Institute of Directors, CIPD, the Solicitors Regulation Authority, a number of accountancy professional bodies and legal firms including DWF LLP and Irwin Mitchell. As part of its business engagement strategy the Faculty offers degree apprenticeships in the area of management and law.

The University of Wolverhampton Business School has a distinguished history of supporting business in the West Midlands and Black Country. Established for over 80 years, we have trained thousands of local and regional managers and supported organisations in their development. We were one of the first business schools in the country to offer MBA programmes, coaching and mentoring qualifications and have a tradition of innovation in developing courses which meet the needs of business and managers. There are over 60 full-time lecturers and professors drawn from a wide spectrum of business and management disciplines and backgrounds, including multinational companies and public sector non-profit organisations. Business School research in HR, corporate governance and CSR, Small business and entrepreneurship, and international business underpins the curriculum and provides a platform for business engagement and income generation. The University of Wolverhampton Business School is one of the largest and most successful CIPD Centres in the Midlands.

The University of Wolverhampton Law School has over 40 years’ experience of supporting students throughout the UK and countries including America, China, Hong Kong, Sri Lanka, Pakistan and Bangladesh. Our expertise is respected and highly valued by important players in the legal sector. The School operates a Legal Advice Centre which provides free legal advice for the local community, especially for those unable to obtain legal assistance through other charitable organisations. The School maintains strong links with the local and regional legal profession through student mentoring schemes and placement opportunities.

The School Of Social, Historical and Political Studies offers a wide range of courses in History, Politics, War Studies, Sociology, Social Policy, Criminology, Policing, Interpreting and Deaf Studies. Our teaching excellence, innovative learning materials and first class facilities create a vibrant and stimulating learning environment where you can develop personally and professionally to reach your full potential. The Institute for Community Research and Development provides an important research underpinning in the area of social policy.

The International Academy facilitates pathways to University study where English Language is required. Provision includes Preprofessional English Language, International Foundation Year, Pre Masters, Study Semester Abroad and a suite of winter and summer programmes to suit most needs which consists of a full language and cultural programme together with opportunities for sector based industry visits. The Academy also delivers its recognised Academic English exam, is an IELTS and OET Preparation Centre and ensures that all international students of the University of Wolverhampton benefit from free language support on their programmes.

The Centre for International Development and Training (CIDT) is a not-for-profit centre within the University that works across the globe challenging the causes of poverty, influencing change and enhancing the livelihoods of vulnerable people. Our staff share a deep commitment to partnership working towards the achievement of the Sustainable Development Goals. For the last 40 years we have worked in over 140 countries in partnership with a variety of organisations to develop knowledge, attitudes and skills.
1. ORGANISATION CHART

Reports to: Director of Business School

Direct reports: Heads of Department

2. CONTACTS

Internal; Members of the University Executive, Deans of Faculty, Associate Deans, Heads of School, Heads of Department, members of Professoriate, central services, academic, technical and administrative staff at the Faculty, campus and institutional levels, and students

External; Wide range of clients, including potential students, employers, local and regional authorities, business organisations, regional and national bodies, funding bodies, professional bodies, and other groups as required by Dean of Faculty

3. BUDGETARY RESPONSIBILITY

As determined by Dean

4. PURPOSE OF THE POST

The postholder will take on key aspects of operational management of the Business School. Working closely with the Director of the Business School, they will help ensure day to day management of the Business School is maintained whilst also taking on a designated strategic role as agreed with the Director and Dean.

Line management of three Heads of Department in the Business School requires good understanding of the Business School curriculum, the HE regulatory framework, University quality and regulations being cognizant of the changing Business School and management landscape.

The postholder may manage School level budgets in agreement with the Director, ensuring that spending is in line with University and external guidelines and is aligned to the overall School strategy.

The postholder will engage with other faculties to foster inter-disciplinary collaboration in curriculum and other areas, they will ensure that they remain aware of the external environment as it impacts the Business School and advise the Director accordingly.

The postholder will be required to represent the Director, Faculty Dean and the University is defined internal and external environments.

5. MAIN DUTIES AND RESPONSIBILITIES

1. To promote and implement the University Strategic Plan through contributing to effective Faculty leadership and management.

2. To make a significant contribution to strategic planning for the Business School and the Faculty.

3. To promote and implement the Faculty Strategic Plan with specific responsibility for the performance of the Faculty in relation to agreed Business School targets.

4. To ensure successful implementation of the Faculty operational and enhancement plans, with specific responsibility for the Business School

5. To proactively contribute to leadership and management of the Business School

6. To lead and manage proactively, efficiently and effectively within the Business School and within a range of cross-institutional networks. To represent the Business School at external and internal events; providing evaluative feedback to the Director, OVC members, CMT and the DAG where appropriate
7. To manage key staff, promote high performance and development of relevant staff
8. To ensure the Business School meets or exceeds the University’s commitment to Equality and Diversity, including accessibility to education
9. To ensure that Health and Safety and other legal requirements in the Business School are met.
10. To work with members of corporate management and academic management groups as required ensuring the successful implementation of the Faculty and University Strategic Plan
11. To deputise for the Director of the Business School as required
12. To make a contribution to the delivery of teaching in the Business School as agreed with the Dean

Specific to role
1. To lead on operational management of the Business School, working closely with the Heads of Department
2. To support the development and delivery of the Business School operational plan objectives and Faculty objectives
3. To provide leadership within the Business School for staff and HoDs on key issues including curriculum and course development, the HE regulatory framework (including TEF), compliance with University quality management and regulations.
4. To provide strategic advice to the Director of the Business School on key issues to ensure achievement of relevant Business School objectives and develop the School strategy.
5. To play a key role in the Business School senior management team, deputising for the Director as required
6. To represent the Business School at senior University Committees and relevant external bodies
7. Embed a high performance culture via the University’s Appraisal Scheme
## Attribute

### Qualifications

**Essential**
- First degree or equivalent in a relevant discipline
- Masters degree or equivalent in a relevant discipline
- Fellowship of the HEA

**Desirable**
- PhD or equivalent qualification in a relevant discipline

**Membership of relevant professional body**

### General Skills and Experience

- Broad knowledge and understanding of the subject areas within the Business School
- Broad knowledge and understanding of the policy and political frameworks associated with the main subject areas within the Business School
- Excellent communication skills
- Clear evidence of positive leadership and management performance.
- Excellent management and administrative abilities with specific experience of University management information systems
- Skills in budget management
- Commitment to Equality and Diversity in practice and Equal opportunities
- A commitment to achieving strategic mandatory and selected staff development for all staff
- Line management experience

**Desirable**
- Skills and experience in managing change and a willingness to focus on culture change

### Specific Skills and Experience

- Significant experience of management and Business education.
- Experience of managing Business School staff
- Operational planning experience in a HE context
- Evidence of being able to contribute to successful strategic planning and implementation
- Experience of managing diverse teams with competing priorities

### Competencies and Personal Attributes

- Commitment to fairness, inclusivity and the promotion of equality and diversity
- Enthusiasm and commitment
- Excellent team working, interpersonal and people management skills
- Flexibility and adaptability
APPOINTMENT PROCESS AND HOW TO APPLY

For Further information about this post please contact Professor Clare Schofield on clare.schofield@wlv.ac.uk

Interview date : Friday 29th November 2019