1. Job details
Job Title: TGO Manager/Teaching Organisation Manager
School: GeoSciences
Line Manager: School Administrator

2. Job Purpose
- To manage the operations and staff of the Teaching Organisation (TO) and to advise on policy and strategy in order to deliver the School’s objectives for undergraduate activity.
- To manage administration of issues that cut across both undergraduate and postgraduate matters (joint Teaching and Graduate Organisation - TGO); and to take an overview of all teaching and graduate administration.

3. Main responsibilities

1. Administration and oversight of all TO matters to ensure effective undergraduate recruitment, teaching, progression, pastoral support and examination, and to manage the administration of curriculum development, in keeping with School and University policy and procedure.
   Approx. % of time: 40%

2. Line management of the TO support team to ensure effective service delivery, staff deployment, development and recruitment.
   Approx. % of time: 15%

3. Advise and support the Head of the TO and relevant School Committees to formulate policy and strategic plans, develop curricula and programmes, set budgets and objectives and meet targets.
   Approx. % of time: 15%

4. Delegated authority for managing the TO budget to ensure appropriate expenditure.
   Approx. % of time: 15%

5. Administration and oversight of issues that cut across both undergraduate and postgraduate activity (e.g. quality assurance, teaching load information), and providing cover for Graduate Organisation Manager when required, to ensure appropriate integration of School support and policies for undergraduate and postgraduate matters.
   Approx. % of time: 10%

6. Contribute to School support services planning to ensure efficient use of resources and effective service provision.
   Approx. % of time: 5%

4. Planning and organising
- Establish overall service priorities for TO, including staff development, deployment and turnover.
- Organising the operations of the TO support team
- Planning and organising change projects within GO (such as the design and implementation of new systems and procedures and introduction of new courses).
- Contribute to annual and 5-year TO policy and strategy planning.
- Annual and 5-year budget planning and monitoring for TO.
- Analysis of management information (e.g. teaching load data), presentation of reports & forecasts.
- Contribute to overall support services planning and strategy.
- Contribute to planning, organising and leading wider School projects and initiatives.

5. Problem solving
- Resolve day-to-day operational difficulties (such as complex problems of student progression) using judgement and experience.
• Assess and evaluate strategies, plans and risks for TO and take or recommend appropriate action (e.g. assessing impact of moving funds between budget heads)

• Analyse and remedy structural and process problems within TO (e.g. weaknesses in exams administration processes).

• Investigate and contribute to resolution of long-term personnel issues (e.g. performance management).

• Interpret and use appropriate discretion in application of university policy and procedure.

6. Decision making
• Take independent action, interpret policy and provide advice on TO matters within overall School and University policy, procedure and plans. (e.g. draw up papers suggesting methods and procedures for dealing with new policy requirements; draw up strategy for preparation for QA reviews).

• Take autonomous action to decide on and implement local policy and procedure, e.g. develop standard procedures for employment of casual lecturers (significant changes are discussed with line manager or academic Head of TO).

• Set priorities for TO support team and decide on staff management issues.

• Use of budget within agreed limits: decide where overspends/underspends can be made, approve purchases and authorise invoices

• Own work schedule, objectives and priorities within agreed framework.

• Contribute as member of Teaching Policy Committee to strategic decisions for teaching.

7. Key contacts/relationships
• Advise and recommend strategy and policy to Head of TO, Teaching Policy Committee, School Executive Group and School Administrator.

• Influence, provide advice and guidance to – and where necessary ensure appropriate action is taken by – academic and other staff in respect of TO matters and freedom of information/data protection.

• Advise and support current and prospective undergraduate students, handle and resolve problems or complaints

• Maintain excellent working relationships, discuss and influence development of policies and systems with College and University undergraduate/teaching policy & administrative teams and Registry staff.

• Negotiate partnership teaching with Associated Institutions etc. and resolve difficulties.

• Lead TO team; manage, develop, counsel and where necessary censure individual staff.

8. Knowledge, skills and experience needed
• A good honours degree or equivalent qualifications/experience.

• At least 3 years’ experience in an administrative role, preferably within an HE context.

• Experience of managing budgets, staff and/or projects.

• Excellent communication skills, good analytical and IT skills (e.g. use of complex spreadsheets).

• Good interpersonal and time management skills.

9. Dimensions
• Line manager for 4 direct reports; one indirect report through these.

• Delegated authority for managing annual TO budget of c. £250,000

• Service two committees (plus oversight of team support for several other committees)

• Oversee administration related to 20 degree programmes.

• Serve a School of some 230 staff and 1200 students (c. 1000 undergraduates).

10. Job context and any other relevant information