

Job Description

Job Title:	Landscape South Manager
Department:	Doctoral School, Academic Services
Job type	Professional Services
Grade:	RHUL 8, Part Time, Fixed Term
Accountable to:	Landscape South Director
Accountable for:	The Landscape South Administrative Team
Purpose of the Post	
<p>The Doctoral School at Royal Holloway provides a single professional service to support the research students' journey from application through to award and to facilitate the creation of a cohesive research student community.</p> <p>The Landscape South Manager is responsible for the administrative management of Landscape South, an AHRC-funded Landscape Awards Hub which provides training and support for doctoral students in the arts and humanities. Landscape South is led by Royal Holloway and is a collaboration between RHUL, Reading, Sussex, Exeter, Bristol, Oxford, Oxford Brookes, Southampton, Brighton, the OU and Kent. The Landscape South Manager will work closely with the Landscape South Director to ensure the successful implementation of Landscape South through Royal Holloway and the DLA's partner institutions.</p>	
Key Tasks	
Lead on Administration for Landscape South	
<ul style="list-style-type: none"> • To work with the Landscape South Director in developing, implementing, maintaining, and evolving Landscape South strategies and processes. • To act as a champion, point of authority, and key point of contact for Landscape South for students, staff, and external partners. • To liaise and develop contacts with internal and external stakeholders to establish and build excellent working relationships with the partner institutions to ensure the smooth operation of the DLA Hub. • To maintain up-to-date knowledge of all relevant AHRC and UKRI policies and procedures and communicate the relevant details effectively to students and staff, providing specialist and technical advice on issues relating to the implementation of Landscape South and interpretation of policy and regulations as required and liaising with the UKRI as necessary. • To be responsible for the finance for Landscape South, keeping records of financial transactions, monitoring accounts on a regular basis, and reporting to management committees and the AHRC as required. • To plan ahead for the yearly cycle on behalf of Landscape South, setting dates, prompting staff and making sure events run smoothly, including the student events, management and governance board meetings, conferences and workshops, and other Landscape South events/processes. • To plan agendas and papers for Landscape South governance and management board meetings, and to ensure accurate recording of minutes. 	

- To lead the collection and maintenance of accurate records of Landscape South activities, including student activities that highlight the impacts of Landscape South, and to lead the drafting of Annual Reports and other documentation using a variety of relevant tools.
- To facilitate communication between partner institutions, external non-HEI partners, and the AHRC to make sure that all activities, processes, and reporting run smoothly, and that all relevant partners are kept fully informed.
- To organise cohort activities (induction events, training courses, workshops and conferences) making sure that these run smoothly.
- To oversee the development and maintenance of webpages relating to the Landscape South, and to ensure that these provide accurate and timely information.
- To attend meetings to represent Landscape South at AHRC, UKRI, UKCGE, and other relevant external meetings and conferences as appropriate.
- To ensure that processes follow relevant legislation, such as the Data Protection Act and Equality Act, and responding to Freedom of Information requests.
- To provide high-level knowledge and administrative support to the Landscape South Director in all aspects of their role.

Line Manage and Provide Leadership to the Landscape South Team

- Line managing members of the RHUL Landscape South administration team, including providing appropriate supervision, motivation, and support and identifying staff development and training needs.
- Liaise with Landscape South HEI representatives responsible for placements to ensure smooth delivery of placements and appropriate communication and recording of placements activity.
- Providing strategic direction to ensure that there is a culture of constant improvement.
- Supporting the team in setting service standards in their areas and monitoring performance against these standards and identifying improvement and enhancement opportunities.
- Workload management, including delegation of tasks.
- Overseeing the team's training plan.
- Overseeing the allocation of resources and the recruitment, selection, induction, and probationary review of the team.
- Developing the team to meet the changing requirements of Landscape South.
- Demonstrating leadership behaviours at the appropriate level in line with RHUL's Leadership Behaviours Framework.

Other Duties

The duties listed above may be varied from time to time as dictated by the changing needs of the University and Landscape South. The post holder will also be expected to undertake additional duties as appropriate and as requested by their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway or Landscape South is conducted.

Our Values

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

Person Specification

Job Title: Landscape South Manager

Department: Doctoral School

Criteria	Essential	Desirable
Knowledge, Education, Qualifications and Training		
Educated to degree level or equivalent	X	
In depth knowledge and understanding of the HE sector.	X	
Skills and Abilities		
Ability to think and plan strategically	X	
Excellent interpersonal skills including a professional approach and an ability to use tact and diplomacy	X	
Excellent organisational skills including a proven ability to meet deadlines	X	
Proven ability to use creative problem-solving techniques, identify and implement improvements, and innovate and develop processes and policies to improve efficiency and customer satisfaction	X	
Flexibility and proven ability to respond effectively to changing requirements.	X	
A high level of literacy including experience of writing reports and committee papers	X	
Proven ability to work as part of team and support colleagues, as well as a readiness to work on own initiative and act pro-actively	X	
IT skills including knowledge of Student Record and associated systems		X
Experience		
Significant experience of training staff, line management and managing or leading a team	X	
A professional approach and manner coupled with experience of communicating with staff and customers at all levels within an organisation	X	
Excellent customer service skills and experience of managing enquiries and requests from a range of service users	X	
Experience of working collaboratively to deliver a service or project	X	
Experience of reviewing and developing processes to improve efficiency and customer satisfaction	X	
Experience of advising on complex processes	X	
Experience of attending committees and event planning and management	X	
Experience of budget management and a high level of numeracy	X	

Other requirements		
Self-awareness and a commitment to self-improvement and personal development	X	
Ability to work occasional weekends or late evenings and travel to events and other external activities as required	X	