Job Description

Job title:	Rankings and Accreditations Manager
Department/School:	School of Management
Grade:	7
Location:	10 East

Job purpose

ABOUT THE SCHOOL OF MANAGEMENT

The School of Management (SoM) operates its Professional Services (PS) through a set of teams, each of which is focused upon a distinct SoM function. Within this structure, the Dean's Office is a central hub that coordinates and supports PS delivery to align with SoM strategy.

ABOUT THE DEAN'S OFFICE

Within the Dean's Office resides a set of centrally held functions that: are associated with SoM-wide impacts; support the work of PS teams across all SoM functions; and ensure that PS delivery is coordinated to best deliver SoM strategy. The PS staff in the Dean's Office work collaboratively with academics in roles that carry School-level responsibilities (e.g. the Dean, Deputy Dean, Associate Dean for Faculty and the Director of Academic Resourcing), the Heads of Division and the Subject Group Leads.

ABOUT THE ROLE OF RANKINGS & ACCREDITATIONS MANAGER

The Rankings and Accreditations Manager will oversee and deliver the SoM's strategic intent to: (i) achieve and/ or maintain Business School Accreditations; (ii) lead the data collection, submission and management of various national and international rankings. Within the national and international competitive landscape of business and management education, the SoM's achievements across globally reputed accreditations and high-profile international rankings are widely acknowledged to exert a strong influence on the perceived status of a school, it's scholarly impact and the quality of the teaching it provides. For the SoM, excellence in Rankings and Accreditation Management is fundamental to the broader strategic aim to establish, maintain and build reputational capital in the marketplace, which, in turn, strengthens the SoM's position among internationally leading schools.

To achieve excellence in delivery, the role holder will need to demonstrate: (i) dynamic prioritisation of rankings and accreditations that present the greatest reputation-building opportunities (which requires expertise across emergent opportunities and threats analysis across the SoM's rankings and accreditation landscape); (ii) relationship-building with external organisations that broker the SoM's performance in key rankings and accreditations (which requires in-depth research into the criteria that underpin rankings and accreditations and strong working relationships with ranking and accreditation bodies); and (iii) SoM-spanning data management (which reflects an imperative for accurate data to be collated and shared across the SoM).

The post-holder works collaboratively with academics in roles that carry responsibilities relating to delivery of excellence in the SoM's Ranking and Accreditation Management

(e.g. the Dean, Deputy Dean, Associate Dean for Education, Associate Dean International, Director of Accreditations, Assurance of Learning Champions and the Directors of Studies for SoM programmes). The postholder is also expected to have a holistic view of the institution's response to the international rankings and accreditations, maintaining oversight of campaign and project plans.

Source and nature of management provided

Head of Dean's Office

Staff management responsibility

Line management of:
- Rankings and accreditations officer(s)
- Data administrator (part-time)

Special conditions

Occasionally some evening or weekend working may be required. Time off in lieu will be given. The post will also require occasional travel within or outside the UK.

Main duties and responsibilities

1	To plan, coordinate and deliver submissions for various rankings specific to the School and University. Lead the team to coordinate data collection to support ranking submissions and be responsible for integrity of data submitted.
2	To build and manage delivery of the end-to-end project plan for new accreditations (e.g. AACSB) and re-accreditation (e.g. EQUIS, AMBA). Liaise with academic and PSS colleagues in delivery of various reports for accreditations and work with the Dean to obtain governance approval before final submission to accreditation agencies. Plan and manage site visits by delegation from various accreditation agencies.
3	To analyse and interpret a wide range of data sources, making recommendations to aid the improvement of School and institutional position within the international rankings and to inform strategic and operational approaches.
4	To work with the relevant data providers to ensure external submission of data is accurate and considers any methodological amends.
5	To develop and maintain operational processes and develop data systems which capture key reporting metrics and maximise automation.
6	To ensure all relevant data protection policies and guidelines are adhered to at all times, working closely with QS and the University's Legal Office.
7	To chair the monthly Ranking Strategy Group meetings with Dean, Associate Dean International and PSS team leads to drive ranking-related initiatives forward and track progress. To work with Dean and AD International to understand the School's international profile ambitions and influence the rankings proposition. To ensure

	clear governance and offer high-level support to aid a collegiate response to increase the School's ranking performance.
8	To work with marketing and communications teams to develop an internal and external campaign plan on rankings and accreditations that aligns to the School of Management brand and ambition.
9	To work with School's PSS and academics that have extensive international reach to provide recommendations on how these connections can be maximised to improve reach.
10	To act as main point of contact and liaise with external consultants, vendors and key personnel in ranking and accreditation bodies, fostering effective, professional, and collaborative working relationships.
11	To analyse and interpret data from a wide variety of sources and policy developments and present findings to Executive Board and other University/ School level committee. Providing evidence-based recommendations to influence the strategic direction of the School of fulfil its ranking ambitions.
12	Lead and manage the team to share learning and build internal awareness of rankings and accreditations through presentations, reports, and training.
13	Keep abreast of external trends and priorities in international higher education, participate in conferences and develop a good knowledge of internationalisation activities across the University.
14	Ensure excellent customer service is always maintained, including acting as a point of contact for varied internal and external requests and queries. Maintain effective working relationships with academic staff and professional services.
15	**Team Management** i) To provide operational leadership to direct reports including SDPR, workload management and project prioritisation. ii) To develop skills of team members, both individually and as a team, so they can provide the best service for the School on various rankings, accreditation projects and data submissions. iii) To develop and implement a set of common core business processes, standardised on best practice. Undertake regular reviews to ensure continuous improvement. iv) Ensure that the team are aware of emerging trends within the HE landscape with a particular focus on implications at School/ institutional level.
	You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. You are required to follow all University policies and procedures at all times and take account of University guidance.

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Person Specification

Criteria: Qualifications and Training	Essential	Desirable
Educated to at least first degree level or equivalent	X	
Evidence of continuing professional development or project management qualifications	X	

Criteria: Knowledge and Experience	Essential	Desirable
Experience of working within a large and complex organisation, preferably in the higher education sector	X	
Demonstrated knowledge of international league tables and ranking models, preferably QS, including an understanding of key metrics and how universities can influence and engage with them	X	
Experience of producing reports, proposals and business cases and publicity materials to a high standard of presentation	X	
Experience in marketing and communications, including developing campaigns and events		X
Experience working with a diverse range of internal stakeholders with varied levels of seniority to successfully plan projects or activities	X	
Experience of successfully negotiating and influencing key internal stakeholders	X	
Experience of working effectively on own initiative and in a proactive manner as part of a team	X	
Experience working with CRM systems		X
Experience working with relational databases, preferably for research information management		X

Criteria: Skills and Aptitudes	Essential	Desirable
Strong numeracy and data analysis skills, including the ability to interpret quantitative datasets and present information to diverse audiences	X	
Excellent written and oral communication skills with a proven ability to influence and effectively communicate complex information to diverse audiences	X	
Excellent research and analytical skills with the ability to filter and evaluate information, analyse findings and provide informed recommendations	X	
Outstanding organisational skills with the ability to work to tight deadlines and to manage and prioritise multiple tasks effectively, while maintaining attention to detail	X	
Excellent IT skills, including Microsoft Office software	X	

Ability to cope with competing demands and remain professional and calm under pressure	X	
Team-orientated and high level of personal accountability for collective results	X	
Culturally aware, and ability to relate to diverse cultural contexts and backgrounds	X	
Sensitivity to different academic cultures and disciplines, both within an organisation and internationally	X	
Responsive to change and commitment to self-development, learning new skills and finding innovative solutions	X	

Effective Behaviours Framework

The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously and are able to do so currently and in the future.

Managing self and personal skills:
Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.

Delivering excellent service:
Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards.

Finding innovative solutions:
Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation.

Embracing change:
Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.

Using resources:
Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University.

Engaging with the big picture:
Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others.

Developing self and others:
Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University.

Working with people:
Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills.

Achieving results:
Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria.