

LFA Job Specification

Job Title:	Head of Education and Student Experience
Department:	Courses
Name of Post Holder:	
Post reports to:	C-suite
Location:	LFA Headquarters, Walham Grove, Fulham SW6

The scope of this role profile is, simply, a guide to critical elements of the job which reflects the current needs of LFA, with scope to grow the role, based on LFA's future, changing business requirements. It is not a fully inclusive list of duties or tasks. The post holder is expected to work flexibly, and to undertake what is required to successfully carry out the job. The role profile will be reviewed when required, in consultation and collaboration with the Joint Principals.

Purpose

The Head of Education and Experience plays a pivotal role in shaping the educational direction, setting and maintaining the academic standards and overseeing the delivery of all LFA Programmes and Short Courses., such that learning is excellent, teaching is outstanding, curriculum provision is world class, student recruitment, retention and progression targets are achieved, and a supportive and inclusive learning environment is created that promotes engagement, creativity, and personal growth for students.

This role will oversee the student journey from point of enrolment to graduation. This includes leading and managing the Courses department toward realising its potential; assuring excellence across all academic activity within the context of the LFA vision and values; ensuring that course resources are fit-for-purpose and well maintained; implementing operational and strategic development plans; taking strategic responsibility for student welfare and wellbeing services and championing the continuous improvement of departmental standards, performance, team wellbeing and satisfaction.

Key Accountabilities

- Strategic Planning, Implementation and Project Management
- Student Education, Experience, Engagement (Student Journey)
- Student Performance and Development
- Student Wellbeing and Welfare
- Departmental Resource Management
- Academic Compliance and Reporting
- Culture and Change Management

Strategic Planning, Implementation and Project Management

- Align departmental strategy with LFA vision, organisational priorities and academic goals, ensuring it is appropriate for the scale of operations, timelines for growth, compliance needs and reflects a people-centred priority.



- Undertake strategic planning for the department's future direction and growth, providing strategic leadership for academic programmes, standards of teaching excellence, student experience and engagement, student welfare and wellbeing, departmental development, and growing the department into a well-functioning, cohesive unit.
- Lead on the implementation of the departmental strategy ensuring it is delivered in alignment to all LFA values including innovation, collaboration and impact, and promotes diversity, inclusion and equality, periodically reviewing strategy outcomes with line management to ensure it remains relevant to changing organisational needs and circumstances and stays linked to other operational strategies.
- Encourage and strengthen a culture and practice of proactive planning – ensuring considerations relating to student education, experience and engagement are reflected accurately in new programme design and annual planning processes.
- Support cross-organisational working practices that ensure the Courses team influences, and is influenced by, organisational discussions, lessons and decisions.

Student Education, Experience & Engagement (Student Journey)

- Responsibility for curriculum design and development, including implementation of new courses, the identification and implementation of new methods of delivery and an innovative approach to learning, teaching, and assessment, using a wide range of resources and an up-to-date knowledge of emerging industry trends to support excellent pedagogic practice that meets/exceeds industry standards.
- Responsibility for student experience, ensuring that students have a highly effective and engaging learning experience including induction, retention, achievement, progression and employability enhancement.
- Positively promote an excellent student experience ensuring it is at the forefront of curriculum and pastoral development, reviewing regularly the effectiveness of the services provided to students, by taking account of the feedback from students and employees, and make recommendations for improvements to practice.
- Use cross-organisational working practices to deliver a streamlined process (highly accessible, timely, accurate, consistent information, advice and support services) across the entire student journey, whereby future students build excitement and anticipation as they navigate the process from enquiry to enrolment with ease and clarity.
- Advocate for and support the LFA Team's effort to promote cross-course student collaboration through extracurricular and engagement activities including, but not limited to, open houses, inductions, screenings, masterclasses and graduation ceremonies.

Student Wellbeing & Welfare

- Enhance student support by formulating comprehensive, proactive strategies, policies, and interventions addressing various aspects of student advice, welfare, and well-being, encompassing but not restricted to, counselling, mental health, welfare, student funding, students with health conditions or impairments, learning diversities or differences, ensuring an exceptional level of assistance for students and adapting to their evolving needs.
- Responsible for safety in the department ensuring that students, employees and visitors are safeguarded and protected from physical risk, and that safe working standards and procedures are adhered to at all times.



- Support team members across the department who are dealing with students with particularly complex cases ensuring the provision of individual support for students who have complex needs.
- LFA lead for critical student welfare cases, such as sexual misconduct, criminal behavior, violence, death, illness, or any other substantial instance that impairs a student's ability or fitness to study, coordinating responses, engaging with external agencies when necessary, providing guidance to managers, conducting thorough reviews of all serious incidents, and formulating recommendations based on lessons learned.

Student Performance and Development

- Develop and manage appropriate strategies and methods to set, track and monitor student achievement, and implement methods to measure student progress, evaluate the effectiveness of programmes and short courses, and drive continuous improvement.
- Lead on the development of the student review process, individual learning plans, code of conduct, student charter and student disciplinary process and procedures.
- Take an active role in addressing student academic misconduct, complaints, and disciplinary processes, assuming a leadership position in conducting investigations and overseeing hearings as necessary.
- Support team members across the department who are dealing with student related disciplinary cases, mediate disputes and respond to any disruptive conduct following agreed procedures and protocols.

Departmental Resource Management

- Ensure smooth daily operation of the department, team (academic, welfare, productions), physical and technological facilities and schedules in collaboration with other Departmental Heads where appropriate.
- Manage and mentor the Courses Team providing guidance, professional development opportunities, and performance management, promoting a positive culture of ongoing performance and feedback for improvement
- Responsible for team planning (including succession planning), team development and retention, actively contributing to the recruitment of core team members and freelance tutors, monitoring probationary progress, and conducting or delegating annual team appraisals.
- Communicate information concerning policies, decisions, procedures, and activities to the department, involving relevant stakeholders in broad decision-making and planning.
- Provide professional leadership to the Courses Team, to increase knowledge, share best practice, ensure professional standards and core deliverables are met and that everyday student support services are provided.
- Maintain and develop departmental information and reporting systems (exploring innovative technologies where appropriate) supporting the preparation and analysis of department metrics that provide insights, feedback and recommendations and inform data-driven decision-making.
- Review the learning resource provision within the LFA, making recommendations for improvement, and encourage departmental working practices that ensure the prolonged lifespan of equipment and assets assigned or on loan to the department.



Academic Compliance and Reporting

- Establish and maintain quality assurance processes to ensure the delivery of high-quality education, monitor teaching standards, and evaluate student learning outcomes.
- Monitor and review the LFA's academic policies, systems, activities and procedures, making appropriate recommendations for improvement, as required.
- Accountable for the strategic development and implementation of all safeguarding policies and procedures, departmental health and safety policies, and codes of practice ensuring that compliance is firmly embedded in all areas of LFA delivery.
- Oversee the management of accurate recordkeeping, student databases, and documentation, ensuring data confidentiality, security and compliance to the requirements of the Data Protection Act, General Data Protection Regulation (GDPR), and all relevant legislations and regulations.
- Ensure compliance with relevant educational regulations, accreditation requirements, validation activities and industry standards.
- Responsible for departmental budget review and reporting, the control of expenditure against departmental budgets, and ensuring that the department keeps within its financial limits.

Culture & Change Management

- Develop a collegiate culture which supports and encourages the sharing of good practice and fosters a "one team" spirit and cohesiveness within and between departments and courses across the LFA.
- Form a strong organisational culture, so that the company values are practised, and effectively communicate any initiatives and programmes that encourage delivery of LFA's values.
- Promote inspirational leadership by demonstrating the LFA's values, encourage cross course and department collaboration and champion a high-performance culture with a focus on successful outcomes.
- Create and oversee the plan for diversity, equality, and inclusion that aligns with LFA values, business strategy and commitments - help ensure our identity as a people focused organisation is reflected in our ways of working.
- Devise and implement change management mechanisms to engender positivity and empower all stakeholders to embrace company growth and development.

Other

- Build and nurture relationships with industry professionals and organisations to enhance learning opportunities, internships, and industry collaborations for students.
- Work collaboratively with Head of Marketing to plan, develop and co-ordinate the production of all promotional and publicity materials including the website, newsletters to students and relevant stakeholders and other relevant initiatives.
- Ensure that public facing information relating to LFA policies and activities is accurate, transparent and disseminated in an appropriate and timely manner
- Work collegiately as part of a high performing senior management team, leading on the preparation of project initiation plans for new developments when appropriate.



Essential

- Master's degree, higher or equivalent, in Film, Media, Education, or a related field.
- Significant experience in a leadership or managerial role within an educational institution.
- In-depth knowledge of curriculum design, pedagogical principles, and assessment strategies.
- Strong understanding of the film industry, including emerging trends, technology, and creative practices.
- Excellent leadership and team management skills, with the ability to inspire and motivate faculty and staff.
- Outstanding communication and interpersonal abilities, with the capacity to engage and collaborate with diverse stakeholders.
- Proven track record of driving educational innovation and enhancing the student learning experience.
- Familiarity with educational regulations, accreditation processes, and quality assurance standards.
- Passion for film education, a commitment to student success, and a dedication to fostering a vibrant learning community.

Desirable

- Advanced HE Senior or Principal Fellowship

Conditions of Employment:

- Salary Range: £55k - £63k per annum
- Hours of Work: 9:00am - 5:30pm, usually Monday to Friday, occasional weekend working may be required depending on company needs.
- Hybrid working will be considered.

