

EDUCATION PROGRAMMES OFFICER

Faculty Professional Services

Norwich Business School

Faculty of Social Sciences

SC5018

CANDIDATE BROCHURE



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WHAT MAKES UEA SO SPECIAL?

The University of East Anglia is a publicly funded major UK research and teaching university. It was built to embody a radical new vision for higher education, where interdisciplinarity is crucial and excellence in both research and teaching is valued. UEA consistently ranks within the top quarter of universities in the UK for the quality of research and teaching.

As a major regional employer and cultural centre, we take our regional civic responsibilities very seriously and have kept our sights on the people and place we call home. In fact, we launched our University Civic Charter in October 2023; created from in-depth community engagement, renewing our commitment to the region as part of our 60th anniversary.

There are many things which make UEA special, not least of which is the community of staff and students that work and study here. UEA includes three Nobel prize winners, including Sir Paul Nurse and Sir Michael Houghton, and many fellows of the Royal Society and British Academy amongst our alumni and current staff.

Our campus is home to Sir Denys Lasdun's iconic brutalist architecture set in hundreds of acres of beautiful country park that includes a large broad (lake). In the spirit of Lasdun's ambition to inspire an anatomy of ideas, today, UEA is tackling some of the key challenges of the changing world. UEA's research combines disciplines

and breaks new boundaries across its priority research themes of climate, creative and health.

UEA is the place where global warming was first documented. Since the 1970s, UEA's Climatic Research Unit, and more recently Tyndall Centre for Climate Change (Headquarters hosted at UEA), have played a pivotal role in developing temperature records and climate models, contributing to the understanding of climate change, and informing global policy. Many UEA scientists have played significant roles in the Intergovernmental Panel for Climate Change (IPCC), which was jointly awarded the 2007 Nobel Peace Prize for its efforts to increase public knowledge of anthropogenic climate change. Environmental Science and Global Studies at UEA continue to be a major powerhouse for research and teaching.

UEA is widely regarded as a pioneer in creative writing, having established the UK's first Creative Writing Masters programme in 1970. This renowned programme has since attracted and produced numerous successful writers, including Booker Prize winners such as Ian McEwan and Anne Enright, and Nobel Prize Winner Sir Kazuo Ishiguro. In recent years, UEA academics have played a pivotal role in the discovery and presentation of the Gloucester Royal shipwreck (Norfolk's Mary Rose). Our iconic Sainsbury Centre for Visual Arts is a major museum and arts research facility.



Health research at UEA not only embraces the Faculty of Medicine and Health but draws in research from both social and natural sciences. Research under this theme has made major contributions in the fields of healthy ageing, epidemiology and involving citizens (via our innovative Citizens' Academy) in improving health care outcomes. This theme benefits from close association with the other major research institutes on the Norwich Research Park; notably the Norfolk and Norwich University Hospital and the Quadram Institute. The Norwich Cancer Research Network, and Norfolk Institute for Healthy Ageing, are examples of key mechanisms for delivery of real impact from health research at UEA.

UEA has been a major success over the last 60 years and looks forward with confidence to the next 60 years.

For an informal discussion about the post please contact Amanda Dorr, Director of FPS Operations FAH and SSF via a.dorr@uea.ac.uk

UEA is part of the Norwich Research Park

Norwich Research Park (NRP) membership locates UEA in one of the largest concentrations of research institutes in the whole of Europe – four independent internationally-renowned research institutes: John Innes Centre, Quadram Institute, Earlham Institute and The Sainsbury Laboratory; with the University of East Anglia and Norfolk and Norwich University Hospitals NHS Foundation Trust, supported and funded by The John Innes Foundation, The Gatsby Foundation, and UKRI Biotechnology and Biological Sciences Research Council.

The NRP provides an ideal environment for collaborative use of infrastructure and facilities, with a single portal for academics and businesses to access the specialist facilities across the Park.

The Enterprise Centre is a regional business, knowledge and innovation hub, with workspace provision and supports over 80 businesses working alongside UEA staff and students in a dynamic and vibrant entrepreneurial community. On the wider NRP, there are dedicated laboratory and office spaces in the Innovation Centre and Centrum hosting over 600 staff within a total of 115 businesses and spinouts.



THE ROLE

As Education Programmes Officer, you will be responsible for ensuring positive communications, operational administration and support for all students in NBS, with a particular focus on students joining through our international partnerships (Year 3 and PGT), acting as a proactive and key point of contact through the student life cycle.

The role holder will lead a team of School Co-Ordinators and School Administrators within the wider FPS team supporting the UG, PGT and MBA programmes, ensuring continuous improvement and alignment with School and Faculty objectives joined to Student Experience.

This will include preparation, in collaboration with stakeholder partners, for arrival and induction for all students. The role holder will understand and effectively assess outcomes from the student voice, signposting and guiding to appropriate services, facilitating events to foster course and school-level communities as well as ensuring high levels of engagement with study to support student retention.

This role involves taking an operationally effective approach to planning and project management to non-teaching cohort activities and events working closely with academic colleagues, the School management team, and budget holders. The role holder will create proposals and reports on communication and socialisation plans providing strategic focus to support student experience for all cohorts. Part of your planning will be responsibility for setting up systems and processes for communicating and closing the feedback loop with students (e.g., social media, Microsoft Teams channels, live chat) and will be expected to continuously review and improve these on a

regular basis. Working with a wide range of colleagues from across the University and externally you will build a network of contacts to enable you to carry out the role.

KEY RESPONSIBILITIES

STUDENT EXPERIENCE AND ENGAGEMENT

- Design and deliver initiatives that create a positive, inclusive experience for culturally diverse student cohorts.
- Develop and implement communication strategies (e.g., social media, Teams channels, live chat) to keep students informed and engaged.
- Organise and manage events that foster community and support student retention, ensuring alignment with School strategic aims.
- Gather and analyse student feedback to identify issues and recommend solutions, closing the feedback loop effectively.

COLLABORATION AND NETWORKING

- Build strong relationships with internal stakeholders (Student Union, Learning Enhancement Team, Student Support Services, INTO, Accommodation, Admissions, Marketing, Learning & Teaching Services) to resolve student experience issues.
- Act as a key liaison for Course Leaders, Programme Directors, and Advising Teams to ensure understanding and resolution of student concerns.
- Represent the School at Student Liaison meetings and other forums, encouraging positive engagement.

THE ROLE (CONTINUED)

LEADERSHIP AND MANAGEMENT

- Lead and develop a team of School Coordinators and Administrators, including recruitment, induction, supervision, and performance management.
- Be an active member of the NBS FPS Management Team.

REPORTING AND CONTINUOUS IMPROVEMENT

- Prepare reports for the School Executive and Advisory Board on student experience and retention, mapped against strategic objectives.
- Use insights from student voice and engagement data to inform future course development and continuous improvement.

OTHER

- Plan and deliver events within allocated budgets, ensuring compliance with University financial regulations.
- Maintain accurate records of student feedback and actions taken.
- Undertake any other duties commensurate with the grade, as required by the Head of School and Senior Business Performance and Operations Manager.
- Contribute to the continuous development and implementation of the Service.
- Act in accordance with the University's Values, in all aspects of work.
- Abide by all University Regulations and Policies relevant to the role.
- Observe confidentiality and data protection.

THE PERSON

EDUCATION, EXPERIENCE AND ACHIEVEMENTS

- Experience supporting teams to deliver objectives (E)
- Experience working to budget and within organisational procurement guidelines (E)
- Presenting to stakeholders (E)
- Researching, gathering and processing information to recommend appropriate action (E)
- Knowledge of the UG, PGT and MBA requirements for student outcomes (E)
- Experience of leading and managing people (E)

SKILLS AND KNOWLEDGE

- Strong IT skills (Word, Excel, Outlook, Teams and databases) and familiarity of software packages such as UREP (E)
- Numerate, with an understanding of budget constraints and financial regulations (E)
- Excellent copywriting, outstanding oral and written communication skills to suit a range of stakeholders (E)

- Strong interpersonal and customer-service skills (E)
- Ability to handle issues of confidentiality and data protection regulation (E)
- Coaching training to support the management of people (E)

PERSONAL ATTRIBUTES

- Organised and methodical; self-motivated with the ability to work independently and as part of a wider team (E)
- Uses initiative to solve problems; flexible and able to work to tight deadlines (E)
- Commitment to ongoing learning and skills development (E)
- Ability to establish rapport and good working relationships with people at all levels both internally and externally (E)
- Willingness and ability to learn and apply new skills, adopt new technology and innovative ways of working and to undertake further training where appropriate (E)

SPECIAL CIRCUMSTANCES

- Due to the academic cycle, annual leave may be restricted during periods of peak activity (E)
- Some working outside of usual office hours will be required and travel for attendance at marketing events (E)
- The post holder will be expected to work at University recruitment events (E)

Essential Requirements (E) are those, without which, a candidate would not be able to do the job.

Desirable Requirements (D) are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

FURTHER INFORMATION

The post is available immediately on an indefinite full-time basis.

Salary will be £31,236 to £37,694 per annum on Grade 6 on the single salary spine.

Place of Work - The University is strongly committed to providing an excellent student experience and research environment, and it is expected that all staff will be available on campus to carry out their duties during their working week in support of these goals. We have a hybrid-working policy which supports a mix of at home and on campus 'hybrid' working for many roles. For the majority of hybrid roles, the expectation is a minimum of 60% of working time will be spent physically present in the workplace.

The flexibility of the hybrid-working policy allows the possibility of some remote working, but it is the expectation that all appointments will be UK based, with any overseas working agreed in advance by exception only.

If successful you will be asked to show evidence of right to work in the UK prior to any formal offer being made. Non-British and non-Irish nationals entering the UK to undertake employment or who are currently in the UK will have to meet eligibility criteria under the points-based immigration system. The University may be able to provide sponsorship under the Skilled Worker route if relevant criteria are met. Please note, due to the complexities of the immigration system, Skilled Worker visa sponsorship is not guaranteed for every role. If you would like further information about whether this role is eligible for visa sponsorship, please contact staff.visacompliance@uea.ac.uk

The post is superannuable under the Group Personal Pension and there is an annual leave entitlement of 25 days plus statutory (8 days) and customary (6 days) holidays. The University is committed to creating an environment where the health, welfare and safety of all students and staff is of paramount importance. The University's Safeguarding Policy addresses both child protection and safeguarding children, young people and vulnerable adults within the work of the University. Appointment will be subject to satisfactory

pre-employment checks, which may include an Occupational Health assessment.

Information on the benefits of working at UEA can be found at <https://www.uea.ac.uk/about/working-at-uea>.

If you require the information contained within this candidate brochure in a different format please email staff.recruitment@uea.ac.uk

HOW TO APPLY

To apply for this vacancy, please follow the online instructions at: <https://vacancies.uea.ac.uk>

The closing date for this role is 11:59pm on **20 July 2026**.

It is anticipated that interviews will take place on **4 August 2026** in person and we will inform you of the outcome of your application prior to this date.

Candidates should note that travel and incidental expenses incurred in attending an in-person interview will not be reimbursed.



ABOUT THE SCHOOL

The University of East Anglia's Norwich Business School stands out as a premier institution in the UK, renowned for its teaching and research excellence on a global scale. Our commitment to quality is evident in our top rankings, 14th overall in the REF2021 exercise and 93% of our outputs ranked as world leading or internationally excellent. We consistently feature in the UK top rankings for various business subjects, including Accounting and Finance (29th Complete University Guide 2026), Marketing (19th Complete University Guide 2026) and Business and Management Studies (34th Complete University Guide 2026).

Offering a diverse range of undergraduate and postgraduate programs, we attract students from around the world to explore contemporary business and management developments. Our executive and professional education programs, such as the AMBA accredited MBA and nationally recognised Help to Grow Programme, cater to professionals seeking to advance their careers.

Collaborating closely with industry leaders, our Business School fosters a dynamic environment for research and innovation. Our partnerships with large and small employers enrich our curriculum - supporting employability initiatives, authentic assessment and placements, ensuring our students are equipped with real-world practical skills and knowledge.

As an integral part of the University of East Anglia, we align our efforts with the university's mission to address societal concerns. By working with key stakeholders including policymakers, businesses, and third sector organisations, we leverage our expertise in areas like health and wellbeing, competition policy, and environmental sustainability to make a meaningful impact.

Since our establishment in 1995, we've cultivated a truly global community with over 100 internationally recognised academics and business experts. Our seven subject groups encompass a wide spectrum of disciplines, reflecting our commitment to interdisciplinary collaboration: Accounting and Quantitative Methods, Responsible Business Regulation, Employment Systems and Institutions, Finance, Innovation, Technology and Operations Management, Marketing, Strategy and Entrepreneurship.

Our mission is clear: to provide outstanding student learning and conduct world-class research that informs business, management, and policy thinking. We aspire to nurture world-class talent capable of transforming business and management practices, shaping the future of our society.



ABOUT THE FACULTY

The Faculty of Social Sciences is a vibrant and stimulating environment, which is home to seven Schools of study at the forefront of teaching and research in a range of social science and professional subjects:

- School of Economics (ECO)
- School of Education and Lifelong Learning (EDU)
- School of Global Development (DEV)
- UEA Law School (LAW)
- Norwich Business School (NBS)
- School of Social Work and Sociology (SWK & SOL)
- School of Psychology (PSY)

As a Faculty we:

- Provide high-quality learning and teaching, and postgraduate training, aimed at developing critical reasoning skills and employability
- Generate research and scholarship across disciplines that not only contribute to the development of disciplines themselves, but also produces socially useful new knowledge
- Put enterprise and engagement, locally and globally, at the heart of our mission.

Faculty Professional Service (FPS) is the collective name for a community of interdisciplinary teams based across the University campus. These teams consist of a range of professional services staff who work as business partners with academic units, students, central University services, and a huge range of external stakeholders. We operate in a multitude of campus environments and in many diverse roles including Laboratory Technicians; Executive Personal Assistants; Events Co-ordinators; and School Business Management Teams. We are a group of creative problem solvers with the business agility and skills to make things happen, and a cultural ethos that promotes positive change and continuous improvement.





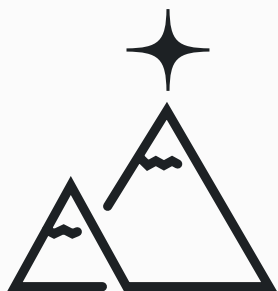
OUR VALUES

Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

From tackling global challenges, striving for student and staff success, and creating a vibrant inclusive environment, our values are what unite us.

- ✦ AMBITION
- ✦ COLLABORATION
- ✦ EMPOWERMENT
- ✦ RESPECT

OUR VALUES (CONTINUED)



AMBITION

We are ambitious for our future success.

We are forward-thinking and brave in our approach and decisions. We make space for innovation and creativity, seizing opportunities that are responsible and sustainable. We are ambitious for the advancement of education and research.



COLLABORATION

We are collaborative in our approach.

We work together with shared purpose. We build connections, share ideas and develop new networks. We champion our regional, national and global relationships and demonstrate that together we can achieve greater goals and positively influence the world around us.



EMPOWERMENT

We empower ourselves and each other.

We develop ourselves and others, trusting people to make decisions based on their expertise and knowledge. We continually improve systems and processes to support us in working in an agile and efficient way.



RESPECT

We respect each other.

We treat everyone with respect and dignity. We value diversity and foster a community where people can express different thoughts and views. We are open to challenge, so we can learn and improve. We encourage a positive, inclusive environment where everyone has opportunities to fulfil their potential.

ACCOLADES

- Queen's Anniversary Prizes for Higher and Further Education have been awarded to UEA for international development studies (2009), creative writing (2011) and environmental sciences (2017). Notable alumni include Sir Paul Nurse (1973, Nobel Prize for Medicine 2001), Sir Kazuo Ishiguro (1980, Nobel Prize for Literature 2017), Sir Michael Houghton (1972, Nobel Prize for Medicine 2020) and Sarah Gilbert (1983) who led the Oxford University team to develop a COVID-19 vaccine, approved in 2020.
- Our Doctoral College, established in 2018, hosts six Doctoral Training Partnerships and integrates Faculty and School provision for 1600 Postgraduate Research Students (including those from across the Norwich Research Park), enabling collaboration and innovation.
- We recognise our global impact and were one of the first universities to declare a climate and biodiversity emergency in June 2019. Our sustainable campus, including over 50 acres of environmentally valuable parkland, is constantly evolving with ambitions to be 100% net zero by 2045 or sooner.
- UEA is a University of Sanctuary, an accreditation given to universities that show an ongoing commitment to creating a welcoming culture of inclusivity and awareness.
- UEA was awarded the Silver Athena SWAN Award in 2019, and all our Schools hold awards at Bronze or Silver.

A vibrant place to study, learn and work, UEA is a very special place.



A SUSTAINABLE UNIVERSITY

At UEA, we are now working to create a university that will be even better in the future, and we are working to achieve net zero carbon by 2045 (or earlier). Our Sustainable Ways vision is one of a resilient university – where consumption is efficient and self-generated energy supports low carbon goals, supported by a vibrant community of world-leading researchers and inspired graduates.

At a basic level, our sustainable development means that we try to balance the 'three pillars' of environmental, economic and social elements.

We challenge our environmental impact through on-site energy generation and a district heating and cooling network, reducing our reliance on grid electricity and therefore fossil fuels. We promote and use recycled and 'eco' products such as biological cleaning materials. We champion local suppliers and ethical causes, including Fairtrade and vegan products. We seek to ensure value for money in a holistic, whole-life costing sense in our new buildings and procurement contracts.

OUR INITIATIVES

Central campaigns, such as holiday shut-downs or awareness day events, support a whole-University approach to energy saving and other initiatives.

Follow us on X [@SustainableUEA](https://twitter.com/SustainableUEA)



OUR CAMPUS

UEA is based on a campus that provides top quality academic, social and cultural facilities to over 17,000 students.

Although located in 320 acres of rolling parkland, virtually no part of the campus is more than a few minutes' walk from anywhere else, so everything is close at hand – the library, nursery, health centre, supermarket (incorporating a post office) and restaurants. Amongst the striking buildings is the UEA's Sainsbury Centre for Visual Arts, which contains the Robert and Lisa Sainsbury Collection – one of the greatest art collections formed in Europe during the 20th Century.

The University has invested in new learning and teaching and research spaces, including a celebrated new Enterprise Centre that underpins its commitment to promoting student enterprise and entrepreneurship.

Sport and Recreation plays a major part in the life of the University of East Anglia, centred around the major Sportspark facility which is one of the most successful community sport facilities in the UK. This accessible and affordable facility provides a diverse range of activities, and incorporates a 50m Olympic size swimming pool, indoor climbing wall, coaching resource centre and sports injury clinic.



NORWICH

A CITY OF STORIES

The city's motto is 'A fine city' and its strong cultural heritage has seen Norwich maintain the best of its historical character whilst developing to become one of the most vibrant and attractive cities in Europe. Norwich offers miles of riverside walks and cycle ways, and a unique collection of 1930s parks. The city is surrounded by beautiful countryside and within easy reach of the stunning Norfolk coast.

Norwich is a UNESCO World city of Literature, the first in the UK, as well as being one of the newly named Tech Cities recognising the growth of digital businesses in the region. The most prominent high-rise building, apart from the castle, is the magnificent 11th century cathedral, which still dominates the skyline. The city's medieval centre of cobbled streets remains largely intact, but there is still space for modern buildings such as the city's centrepiece, the Forum, which is a striking piece of contemporary architecture. The glass front overlooks the colourful open-air market (one of the largest in the country) and reflects the city in all its diversity.

The city is consistently rated as one of the top ten shopping venues in the UK. Norfolk and Suffolk attract thousands of visitors each summer. The famous Norfolk Broads are among the most important wetlands in Europe and a haven for rare plants, wildlife and insects. The Broads attract holidaymakers who come to navigate the intricate natural network of waterways formed by the Rivers Bure, Yare and Waveney and their tributaries.

For further information about UEA's excellent facilities, staff benefits, picturesque campus and the UEA working environment, please visit the 'Careers at UEA' microsite <https://www.uea.ac.uk/about/working-at-uea>. Additional information about living and working in the city of Norwich can be found at <https://www.workinnorwich.co.uk/>



If there is another city in the United Kingdom with a school of painters named after it, a matchless modern art gallery, a university with a reputation for literary excellence which can boast Booker Prize-winning alumni, one of the grandest Romanesque cathedrals in the world, an extraordinary new state-of-the-art public library then I have yet to hear of it. Norwich is a fine city. None finer.

STEPHEN FRY



LOCATION

Some cities you've heard of, others you have to discover. Norwich is one of the most beautiful, modern historic cities in Britain. It's a city that celebrates the independent, stimulates creativity, promotes change and encourages diversity.

UEA is a campus university located 3 miles from the centre of Norwich. Situated in the heart of Norfolk, which means it's an ideal location to explore Norwich and beyond.

BY RAIL

LONDON • 2 HOURS

CAMBRIDGE • 1 HR 15 MINS

BIRMINGHAM • 4 HOURS

Many European cities (including Paris and Amsterdam) easily accessible by train

BY ROAD

KINGS LYNN • 1 HOUR

CROMER • 45 MINUTES

SOUTHWOLD • 1 HOUR

BY AIR

NORWICH AIRPORT • 20 MINUTES

STANSTED AIRPORT • 2 HOURS

London is a major airline hub and all main international destinations are easily accessible



An internationally renowned university, UEA is ranked 26th in the UK (Complete University Guide 2026) and is in the UK Top 25 for research quality (Times Higher Education Rankings 2026) reflecting the international excellence of its research environment. We are in the World Top 60 (QS World Rankings for Sustainability 2025) and the World Top 13th for reduced inequalities (Times Higher Education Impact Rankings 2025). The University holds UK Teaching Excellence Framework Silver status.

Equality, Diversity, Inclusion and Wellbeing

The University is committed to diversifying its workforce and to the wellbeing of all our staff. For example, we already hold an Athena Swan Silver Institutional Award in recognition of our advancement towards gender equality. Further details on our broader Equality, Diversity, Inclusion and Wellbeing work can be found on our [website](#).

