

# ASSOCIATE DIRECTOR POSTGRADUATE RESEARCH

Student and Academic Services

ALC1533

**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. Our Professors Corinne Le Quere, Rachel Warren and Robert Nicholls were recipients of Nobel Peace Prize (2007), awarded to Al Gore and the Intergovernmental Panel for Climate Change (IPCC) in recognition of 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 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 John Schless, Director of Student and Academic Services via Claire Kreetzer, PA to Senior Management Team ([C.Kreetzer@uea.ac.uk](mailto:C.Kreetzer@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.



# OUR BENEFITS

UEA offers a fantastic benefits package for staff. We recognise all our staff have different priorities and lifestyles so we are continually reviewing our offering to ensure there are benefits which suit everyone. Current benefits include:



Competitive Rates of Pay



30 Days Holiday



14 Additional Statutory and Customary days



Contributory Pension



Staff Development



Sportspark Discount



Research Support



Health and Wellbeing



Library



Campus Facilities



Care Leave Policies



Sainsbury Centre for Visual Arts



Ofsted Outstanding Nursery



And much more!

Further information can be found on our [Staff Benefits page](#).

# THE ROLE

The Associate Director – Postgraduate Research Team (PGR), as part of the Student and Academic Services (SAS) Directorate, provides strategic leadership of the PGR professional services offer. They have a pivotal role in overseeing and enhancing the postgraduate research programmes and delivering an exceptional student experience for our PGR community.

On behalf of the Director of SAS, the Associate Director is accountable for ensuring that our PGR services, policies and practices deliver an integrated, effective, agile, responsive, supportive and welcoming service for our PGR community .

The Associate Director will work closely with the University’s Academic and Professional Service Community to deliver proactive, inclusive, joined-up and student-centred PGR services. They will work closely with the Pro-Vice-Chancellor for Research and Innovation, Associate Pro-Vice-Chancellor Doctoral College, the Director of Research and Innovation and Deputy Directors of Student and Academic Services to ensure services are proactive, connected and measuring impact.

The Associate Director will work in partnership with Schools, Faculties and Admissions, the Directorate to ensure they take shared responsibility for building a PGR community and delivering a complete PGR students’ journey from recruitment to completion.

This is a significant leadership role which requires the Associate Director to demonstrate a proactive and integrated approach to supporting PGR students, research staff and Early Career Researchers, supporting policy, planning and experience in relation to these groups.

The Associate Director will require excellent interpersonal, influencing and facilitation skills, with the ability to manage scope, prioritise issues, identify dependencies and risks and assess time and resource constraints.

## KEY WORKING RELATIONSHIPS

- Director of Student Academic Services and wider Directorate leadership
- Pro-Vice-Chancellor for Research and Innovation
- Associate Pro-Vice-Chancellor Doctoral College
- Director of Research and Innovation
- Pro-Vice-Chancellor for Academic, Student Experience and Education
- Academic Directors (Taught Programmes, Inclusive Education and Learning and Teaching Enhancement)
- Faculty Associate Deans and Faculty Operating Officers
- Norwich Research Park partner institutes
- Chief Operating Officer and Directors of Professional Services including the Director of Admissions
- Director of Legal, Governance & Compliance
- UEA Students’ Union Offices and staff
- External professional groups and networks

## KEY RESPONSIBILITIES

### LEADERSHIP

- To work with the Director of SAS and stakeholders across the University to identify and set the overall service standards for PGR services and to implement and monitor their outcomes for PGR students.
- To develop, lead, and implement substantial change projects relevant to PGR services in line with the University Strategy 2030.

## THE ROLE (CONTINUED)

- To drive a pro-active customer-service ethos for postgraduate research students and staff, underpinned by an effective communication and enquiry management strategy.
- To provide institutional level oversight and responsibility for quality assurance, and continuous enhancement, of research programmes, PGR training programmes and the PGR student experience.
- To act as a member of the SAS leadership team and Deputise for the Director of Student and Academic Services when required.
- To attend and actively participate in the required University committees, leadership projects and working groups related to PGR activities.
- To produce timely high-quality data, insight and reporting to better UEA's services and practice for students.
- To lead the PGR team and to act as an ambassador for the PGR Service to internal and external bodies.

### PGR TEAM MAIN DUTIES AND RESPONSIBILITIES

- Coordinate all aspects of the PGR student journey across the University, from marketing and recruitment to completion, including, casework administration, examination processes, re-registration, awarding of degree and careers support.
- Work with Academic Registry, other Professional Services teams and Colleges across the University and external partners to build a connected PGR community and deliver an excellent PGR student experience.
- To take a leading role in the development of bids for funding of postgraduate research provision (e.g. to Research Councils).
- Provide proactive support and facilitation to build opportunities for doctoral training partnerships and fellowships across the University and other institutions/industry or third sector partners, bringing together

partnerships as necessary.

- Design, deliver and evaluate resources and training and developmental opportunities, both face-to-face and online, for PGR,
- Ensure that relevant regulatory frameworks, UEA PGR Code of Practice and relevant policies and procedures are developed, implemented, updated and reviewed in accordance with internal and external requirements, including the Office for Students, Quality Assurance Agency and Research Councils.
- Provide expert advice and guidance to colleagues regarding Stage 1 academic appeals, academic complaints and misconduct in research and to review Stage 2 cases related to the PGR community.
- Develop strong relationships with a wide range of funders of doctoral training and fellowship programmes in order to maximise the profile of the University with potential partners.

### PGR STUDENT EXPERIENCE SERVICES

- To work with stakeholders across the University driving and enhancing the PGR student academic and professional service experience.
- To build PGR community and oversee the annual PRES survey to ensure we understand the needs of our students to drive satisfaction and quality.
- To ensure the PGR team acts as the first point of specialist contact in all matters relating to PGR programmes and PGR students, to provide information and expert advice & guidance.
- Lead early intervention and student retention initiatives for the PGR community, working with Schools to promote a collaborative working relationship, informed by student voice, between UEASU, academic and Professional Services, ensuring a consistent culture of continuous improvement and customer services.

## THE ROLE (CONTINUED)

- Strengthen progression from the University's UG and PGT programmes, and from other institutions' programmes in the UK and internationally, into postgraduate research programmes at UEA.
- Maintain oversight of, and quality in, the research degree supervisory capacity, expertise and 'fit', including providing mentoring, training, and information.
- Provide leadership in the development of the UEA PGR community, including linkages between schools, research centres and programmes, and ensuring PGR research is aligned with faculty research and the University's strategic objectives.
- To identify the developmental need for and to arrange and/or deliver training, induction, workshops, specialist advice and/or academic practice events for academic, administrative and support staff with responsibility for PGR students.

## MANAGEMENT

- Provide leadership to the PGR professional service staff team, empowering them to play a role in the design of services and their standards, equipping them with the skills and competencies for service transformation.
- Develop clear performance indicators to drive digital literacy and service standards that meet the outcomes and standards of SAS.
- Line management of the PGR team Heads and other team members, ensuring appraisals, setting of objectives and staff development are carried out in a timely fashion, including suitable CPD.
- Manage the allocation and deployment of the PGR team financial and staffing resources, including the University's Access and Participation budget.

## GENERAL

- Positively support and promote the University's Values in all aspects of work.
- Abide by all University Regulations and Policies relevant to the role.
- The postholder is bound at all times to observe the strict rules of confidentiality applicable to work in the Student Experience and Support Team.



# THE PERSON

## EDUCATION AND TRAINING

- Relevant professional qualification, or substantial recent and relevant professional experience in a similar role (E)

## SKILLS AND KNOWLEDGE

- A track record of achievement in leadership roles within Higher Education, with a proven track record of leading significant administrative and project management teams, setting and monitoring objectives, prioritising within limited resources and managing performance (E)
- Proven experience of delivering an outstanding 'customer focus' to student and staff teams, with strong attention to detail and high standards (E)
- Significant experience of developing, implementing, reviewing and monitoring regulations, policies and procedures (E)
- Proven understanding and working knowledge of UK HE policies, practices and academic regulations (E)
- Considerable experience of a positive and consultative approach to leading teams through major change initiatives (E)

- Strong analytical and decision-making skills (E)
- Strong skills in written and oral communication to all levels of internal and external contacts (E)

## PERSONAL ATTRIBUTES

- Demonstrate the UEA Values & behaviours and work with colleagues to embed them within the team (E)
- Proactive and self-motivated and willing to take ownership of tasks without close supervision (E)
- Commitment to, and understanding of, equal opportunities issues relating to student and staff matters within a diverse and multicultural environment (E)
- Demonstrable effective interpersonal skills including negotiating, persuasion and influencing skills (E)

## SPECIAL CIRCUMSTANCES

- Flexible approach with requirement for some travel and to work additional hours at peak times (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 from 1 August 2025 on an indefinite full-time basis.

Salary will be £57,422 to £66,537 per annum on Grade 9 on the single salary spine.

Relocation expenses are reimbursable under certain conditions.

**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](mailto:staff.visacompliance@uea.ac.uk)

The post is superannuable under the Universities Superannuation Scheme and there is an annual holiday entitlement of 30 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](mailto: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 **28 April 2025**.

Please note that the application form contains an Equal Opportunities section which must be completed. The Equal Opportunities information will not be made available to the selection panel and will not form any part of either the short-listing or decision making process. .

It is anticipated that first stage presentations and interviews will take place on **8/9 May 2025** and we will inform you of the outcome of your application prior to this date.

Reasonable travel and incidental expenses incurred in attending the interview will be reimbursed (please ensure that you keep all receipts). Please note that if you are offered a post and decline the offer, travel and incidental expenses will not be reimbursed.

# ABOUT STUDENT AND ACADEMIC SERVICES

From the first point of registration to graduation and beyond, SAS provides a full range of support for students, the UEA community and partner organisations.

SAS are responsible for delivering student-centered services, building community at UEA and driving an excellent & holistic student experience across the whole student lifecycle.

SAS also oversees the academic regulations and quality management at the University to ensure consistent and equitable learning is provided to UEA students by maintaining and enhancing standards.

The division is comprised of several core elements:

- Student Wellbeing and Support services
- Student community activity and residential life support
- Listening to the voice of the students and closing the feedback loop across the University
- Registry Services and Academic Quality & Assurance
- Careers Services, Partnerships, Apprenticeships and Placements
- Strategy and evaluation of UEA's whole institutional approach to widening access and participation
- Study Abroad Operations
- Professional Doctorates
- Postgraduate Research
- Student Conduct and Complaints

SAS works in partnership with the Chief Operating Officer and the Pro-Vice-Chancellor Student Experience and Education so that the University maintains and improves its competitive position in delivering an excellent student experience, graduate experience and outcomes.



# OUR VALUES

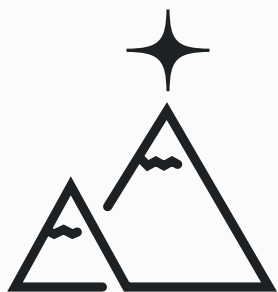
Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

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), Kazuo Ishiguro (1980, Nobel Prize for Literature 2017), 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 Twitter [@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), banking facilities 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 1930's 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 in the UK Top 25 (Complete University Guide 2025), UK Top 30 (The Mail 2025) and the World Top 100 (Times Higher Education Impact Rankings 2024), where it ranks in the UK Top 20 for research quality (Times Higher Education Rankings for the Research Excellence Framework 2021) and World Top 20 for Health and Wellbeing (QS World University Rankings for Sustainability 2024), reflecting the international excellence of its research environment. 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](#).

