

Candidate Information

Position: Academic English Services Manager
School/Department: Student and Campus Experience
Reference: 26/113399
Closing Date: Monday 29 June 2026
Salary: £52,802 - £64,890 per annum per annum.
Anticipated Interview Date: Wednesday 29 July 2026

JOB PURPOSE:

To lead the delivery of the Academic English Service, including developing and implementing programmes and services to support international students across the University to make the transition to the UK study environment and acquire the academic English language and skills they need to succeed in their studies, across a range of degrees and levels.

This post is based between Queen's University Belfast's Directorate of Student and Campus Experience (Student Affairs) and Queen's International Study Centre (QISC).

MAJOR DUTIES:

1. To be the key interface point, building relationships, managing partnerships and working collaboratively with academic staff and support staff to identify and assess academic English Language support needs of students across the University, developing and enhancing embedded support and engagement models.
2. To work with University Schools/Faculties and Professional Services to develop and plan delivery of discipline-specific in-session English Language learning and support systems, processes and tools.
3. Working with student support teams, design and implement a range of support mechanisms to enhance on course English language learning, including online support, peer assisted learning, consultation sessions with learners and group interactions.
4. To develop and implement ways to assess and respond to learner need, and monitoring learner progress, achievement and employment outcomes.
5. Be responsible to both the Head of Student Affairs and the Academic Director (QISC) for ongoing monitoring, evaluating, and reporting of student needs, progress, and achievement to inform decision-making, with a view to identifying trends and requirements, leading implementation of continuous improvements, and ensuring delivery of innovative programmes while offering high-quality customer service.
6. To identify resources required and develop a strategic and operational plan to deliver University ambitions for embedded English language support.
7. Manage the ongoing recruitment, training and performance management of QISC staff in line with QISC policies and procedures to ensure courses meet required standards for delivery.
8. To lead and provide specialist expertise and oversee quality assurance and validation processes for Academic English Language programmes across Queen's University and QISC structures.
9. To manage and strategically develop internal and external stakeholder engagement, co-ordinating with University and QISC, including formal structures (e.g. committees, QISC Academic Management meetings) and networking.
10. To use high level communication, influencing and negotiation skills to seek agreement and buy-in for project proposals and outcomes.
11. To ensure effective use of resource, including leading and managing procurement and financial processes, implementing quality assurance processes and ensuring delivery within project budgets. To maximise efficiencies in this area, including staff and teaching resources, timetabling and physical space.
12. As part of ongoing professional development, to network with and contribute to sector best practice and maintaining awareness of wider sector developments.
13. To represent the Directorate / QISC at University committees and/or advisory boards and external bodies.

14. Undertake any other duties that might arise and that are in keeping with the grade of the post. This may include projects and programmes carried out across Directorate / QISC as a whole.
15. Contribute to the provision of innovative and effective marketing collateral making best use of central resources to ensure USPs are clearly articulated to relevant stakeholders.
16. Occasionally may be required to undertake International travel to promote University degrees and QISC programmes.
17. Be trained to a minimum of Safeguarding Level 1.

ESSENTIAL CRITERIA:

1. A relevant postgraduate or professional qualification (e.g., TEFLQ, TESOL, PGCE).
2. A minimum of four years' recent, relevant experience in the delivery of English language programmes, including planning, development, implementation and evaluation within an accreditation framework.
3. Experience of leading teams and managing teaching staff, resources and budgets, maximising the efficiency of resources available within the agreed constraints.
4. Experience of teaching international students in a post-compulsory education setting.
5. Experience developing conceptual models for learning and assessing learner's needs, and translating these into innovative programmes and learning support.
6. Experience working collaboratively to develop and implement strategy and policy, and meet agreed outcomes.
7. Knowledge of, and applied good practice in, both EFL and EAP.
8. Creative and innovative approach to solving complex problem.
9. Ability to build and manage relationships with peers, senior managers and students from a wide range of linguistic, ethnic and cultural backgrounds.
10. Excellent project management skills.
11. Excellent ICT skills.
12. High level of oral and written communication skills, influencing and communicating effectively to diverse audiences.
13. Demonstrable ability to manage change.
14. Committed to providing a high quality customer-orientated service.
15. Commitment to continuous professional development for self and others.
16. Restricted annual leave during peak times (Sept / Oct Nov and Jan).
17. Willingness to work beyond normally working hours when and as required.
18. Occasionally may be required to undertake International travel to promote University degrees and QISC programmes.

DESIRABLE CRITERIA:

1. Experience in managing and motivating people in an HE setting.
2. Experience of managing the development of online or digital learning.
3. Ability to analyse data and produce quality and timely management information.
4. Working knowledge of Power Automate.

ADDITIONAL INFORMATION:

Informal enquiries can be directed to: Katy Madden - katy.madden@qub.ac.uk.