

Senior Lecturer, Service  
Design  
0.6 FTE

We are one of the great British art schools: a specialist creative arts university that draws on nearly 180 years of history, with our focus on the future and the role of creativity in addressing global challenges and opportunities.



For further information about Norwich University of the Arts and our community please visit [norwichuni.ac.uk](https://norwichuni.ac.uk)

We celebrate diversity and believe it to be at the core of any creative endeavour. Whatever your background, identity and prior experience, wherever you are from, we want you to bring your whole self to work each day, in an environment that recognises your unique contribution.

In choosing to work at Norwich University of the Arts, you will join a community of creative academics, technicians and professional experts who are committed to delivering exceptional Creative Arts Education, Research and Knowledge Exchange. You will work in a stimulating and critically engaged workplace, where the creativity of all our students will develop because of your commitment.

With nearly 3,000 students and more than 700 dedicated colleagues, Norwich University of the Arts is proud to be a small university making a big impact. We are the only specialist creative university to achieve a triple gold rating in the Teaching Excellence Framework (TEF) and were recently named Arts University of the Year 2025 by the Daily Mail

We are in the Top 10 for Teaching Quality in the 2022 Sunday Times Good University Guide. We are the highest climber in the Complete University Guide 2023 – the highest-ranked specialist creative arts university outside London and were named University of the Year for Student Retention by the Sunday Times 2020 Good University Guide for the support we offer from pre-enrolment to post-graduation.

You will work in the heart of Norwich. We are proud of our award-winning campus, which has played a pivotal role in regenerating an exciting quarter of the city.

Our 21st century teaching spaces and workshops are housed in renovated buildings with Medieval, Victorian and Edwardian heritage. Norwich University of the Arts won the Outstanding Estates Strategy Award at the 2018 Times Higher Leadership and Management Awards.

In support of its new Strategy, the University has recently acquired a new building in the heart of Norwich. Bank Plain, a former bank, is an additional 37,000 sq. ft of space and an ambitious commitment to being a high profile, civic university championing the creative arts.

Ninety-four per cent of our graduates are in work or further study six months after graduation, and Norwich University of the Arts won a Guardian University Award for Employability and Entrepreneurship in 2019 for our innovative 'gamification' of careers advice. You will find our graduates in key positions across and beyond the creative sector and industries.

There are of course Oscar nominees and BAFTA winners but also rising stars who are honoured across the creative industries: from D&AD Pencil winners, to emerging fine artists, photographers and fashion designers.

We understand that making career choices requires careful consideration. We hope that as you learn about us you will be inspired by our ambitions for the future.

**Professor Simon Ofield-Kerr, Vice-Chancellor, Norwich University of the Arts**

Committed to

# EQUALITY DIVERSITY

Norwich University of the Arts is committed to being an inclusive community that offers equality of opportunity and enables our staff and students to flourish and succeed, regardless of their background or personal circumstances.

Our commitment to equality, diversity and inclusion is embedded in everything that we do. We celebrate the diversity of our backgrounds, cultures and actions, promoting art and design as a catalyst of social change. As such, we are champions for the creative arts; empowering all of our students to be valued and productive members of society, with ambitions to change the world.

Situated in the historic city centre of Norwich, with an impressive estate that encompasses both historic buildings and brand-new state of the art facilities, the University is a vibrant community that forms the beating heart of the city and region's arts and cultural worlds.

We are looking for a Senior Lecturer to contribute to the organisation, leadership, development and delivery of our exciting new taught postgraduate courses in human-centred design. The three Masters awards in this area are MA Service Design, MA Interaction Design and MA User Experience, which fall within the responsibility of the Communication Design Programme. The role involves providing expertise in Service Design across the programme and includes coordinating PGT courses in human-centred design.

The postholder will work closely with the Programme Director and other PGT Coordinators to develop course content and design a high-quality student experience. The role includes recruitment and outreach work, and teaching within and beyond the programme at both postgraduate and undergraduate level.

You will be an expert in Service Design and an inspiring teacher with experience of leading modules, units and/or year groups. You will have a strong understanding of the critical concepts and theories relevant to human-centred design and be confident in teaching this area of study. Ideally, you will have experience of contributing to the design and delivery of a taught postgraduate award. You will have knowledge of developments in the sector and experience in developing networks between education and industry. Through on-going research, knowledge exchange and professional practice, the post-holder will ensure currency and relevance of the subject area and contribute to the external profile of the university.

The successful applicant will be an excellent teacher who puts inclusivity at the heart of their practice. You will be an advocate for your discipline, promoting the courses to prospective students and teachers, both at home and internationally. You will have the ability to work closely with a variety of internal and external stakeholders, bringing diverse voices into our student experience and ensuring the support we give our students is culturally competent. You will have the ambition to equip students with the social and cultural capital that will allow them to confidently grasp relevant opportunities and challenges.

You will be able to demonstrate currency in your industry experience and/or research practice. You will be a strong team player able to demonstrate excellent skills in team-working, organisation and management. The role requires a collaborative and pro-active approach to working with a range of stakeholders and delivering outcomes.



#### Senior Lecturer, Service Design

Part-time 0.6 FTE  
21 Hours per week for 52 weeks per year

Salary:  
From £28,041 to £33,453 per annum  
*Pro-rated from a full-time equivalent salary of £46,735 to £55,755 per annum*

Closing date for applications: 25<sup>th</sup> July 2025 at 5pm

Interview date: 19<sup>th</sup> August 2025





Job Description

## Senior Lecturer, Service Design

Reporting to: Programme Director

# Job Purpose

- To support the management of designated courses in terms of teaching, learning and resources
- To engage in research, knowledge exchange and creative practice
- To help design and deliver a contemporary, inclusive and innovative student experience which supports a diverse body of students in achieving excellence of practice and highly skilled employment and enterprise opportunities
- To contribute to fulfilling the strategic vision of the university through delivery of the operational plan

# Duties and Responsibilities

## Teaching, Learning and Assessment

- Actively engage in developing innovation, sustainability and inclusivity in curriculum design, learning, teaching and assessment
- Collaborate with industry, colleagues and students to develop a future-focused curriculum
- Act as a Subject Leader, Year Leader and/or Unit Leader as appropriate
- Design, prepare and deliver relevant and engaging teaching sessions
- Work with the Course Leader to ensure fair, accurate and timely internal and external assessment processes
- Provide effective and timely two-way communications and feedback with students

## Research, Knowledge Exchange and Creative Practice

- Develop and implement a focused, ambitious and achievable personal development plan for research, knowledge exchange and/or creative practice
- Undertake research, knowledge exchange and creative practice that aligns to the strategic aims of the University and informs teaching
- Develop, create and publish nationally and internationally recognised outputs
- Identify opportunities and funding, and contribute to, knowledge exchange and research opportunities and projects
- Build and maintain external networks with organisations, industry and other educational providers
- Provide Research and Knowledge Exchange mentorship

## Organisation and Management

- Provide leadership and supervision for academic teams you are responsible for
- Engage in the promotion of your course(s) to potential applicants nationally and internationally
- Contribute to the recruitment of students, consciously working to meet recruitment targets
- Work with the Course Leader to plan, coordinate and deliver the course timetable according to given parameters and timelines
- Support quality enhancement processes including annual monitoring and periodic review
- Ensure appropriate resources are in place for the cohorts and groups you are responsible for
- Contribute to effective budget management, ensuring value for money and a high-quality student experience

## Additional Duties

- Maintain an active approach to continuing professional development and stay abreast of developments within your discipline(s)
- Chair and/or participate in Committees, Boards and Working Groups as required
- Contribute to cross-university activities, particularly those that help facilitate delivery of the Strategic Plan
- Actively promote equality, diversity and inclusion
- Undertake any other appropriate duties as may be required by the Vice-Chancellor



Project Hall, Bank Plain

# Person Specification

Essential	Desirable
<ul style="list-style-type: none"><li>• Demonstrable expertise in Service Design and the critical concepts and theories relevant to human-centred design</li><li>• Experience of leading modules, units and/or year groups</li><li>• Proven ability to develop and deliver innovative learning and teaching strategies to promote an inclusive learning environment</li><li>• A developing national and/or international profile as a practitioner, researcher and/or industry professional</li><li>• An understanding of the professional and industry requirements of future graduates and a growing industry network</li><li>• Excellent skills in organisation and management, with a collaborative and collegiate approach to teamworking</li><li>• Commitment to responsible and inclusive practices, and to equity, diversity and inclusion generally</li><li>• A postgraduate qualification in a relevant area and/or equivalent professional experience</li><li>• Commitment to achieving a recognised teaching qualification / Advance HE Fellowship</li></ul>	<ul style="list-style-type: none"><li>• Experience of contributing to the design and delivery of a taught postgraduate award</li><li>• Experience of developing and delivering course material within a university environment</li><li>• Recognised teaching qualification/Advance HE Fellowship</li></ul>

# Further Information

## **Equality, Diversity and Inclusion**

It is important that our University community supports our policy on equality, diversity and inclusion and that each of us reflects this in the way that we work.

## **Health and Safety**

We are all responsible for helping to make the University a safe and healthy place to work and study, ensuring that we are compliant with our Health and Safety Policy.

## **Policies and Procedures**

We should keep up to date with the University's policies and processes which are usually available on our intranet, reflecting these in the way that we work.

## **Staff Development**

Our performance and development activities include appraisal and development reviews, participation in learning and development, and a personal responsibility to maintain our own subject knowledge.

## **Confidentiality**

We must maintain appropriate confidentiality in relation to our work and that of the University.

## **Variation to Job Description**

We may vary your duties and responsibilities outlined in the job description to reflect the changing needs of the University.





# General Information

## Terms and Conditions of Appointment

On appointment, you will receive a full statement of terms and conditions for your role.

## Duties

Your duties and responsibilities are outlined in the job description

## Starting Date

This post is offered on an indefinite basis to commence once you are available.

## Hours of Work

The standard hours of work for academic staff is not less than 35 hours per week and any additional hours as are necessary for the delivery of your duties and responsibilities.

The hours of work for this role are not less than 21 per week.

## Salary

The salary for this post is as follows:  
From £28,041 to £33,453 per annum  
*Pro-rated from a full-time equivalent salary of £46,735 to £55,755 per annum*

## Annual Leave

Your annual holiday entitlement will be 35 days, plus 8 statutory days. In addition, we may grant up to 4 concessionary days leave per year when the University is closed.

## Pension

You will automatically join the Teachers' Pension Scheme. Benefits in this scheme are built up on a Career Average Revalued Earnings (or CARE) basis. The percentage contribution you will pay into the scheme will be based on your annual salary. The University will also contribute to your pension.

You can find out more about the pension scheme by visiting the Teachers' Pension Scheme website at [www.teacherspensions.co.uk](http://www.teacherspensions.co.uk)

## Interview Expenses

Reasonable travel and incidental expenses will be reimbursed when agreed in advance in line with the University's Candidate Interview Expenses Guidelines which are available on request.

## Offers of Employment

All provisional offers of employment are subject to evidence of eligibility to work in the UK, verification of qualifications, satisfactory references and medical assessment process.

If you are unsure of your right to work in the UK you can use the Gov.uk visa checking tool to establish your eligibility and options relating to visas.

Please be aware that all visa routes have their own eligibility criteria and not all roles/applicants will be eligible for sponsorship under the Skilled Worker visa route

## Referees

References will not normally be taken up unless a provisional offer of employment is made.

All offers of employment are subject to receipt of satisfactory references covering current or most recent employment and the past three years of work.

# Application and Recruitment Process

## Job Description and Person Specification

Within this pack you will find the job description and person specification for the post for your consideration before you complete your application form.

The Job Description provides information about the main duties and responsibilities for the position. It also explains the purpose of the post.

The Person Specification sets out the experience, skills, abilities and characteristics to perform the duties in the job description.

We recognise that candidates may sometimes not meet all of our requirements. If you like what you've seen so far, we would still like to hear from you.

## Application Form

We ask that applicants complete the application form in full and as clearly as possible.

You may, if you wish, submit a CV with your application form. However, we are unable to accept CVs without a fully completed application form.

The application form is the first stage in the recruitment and selection process and is a key element in being short-listed for an interview and the possible offer of a job.

## Equal Opportunities Monitoring

As part of our commitment to equality, diversity and inclusion, we monitor the diversity of our workforce and applicants to help us review the effectiveness of our policies and procedures.

To help us with this, we ask that you complete the Equal Opportunities Monitoring section of the application form.

## Submission of Application Form

Please submit both your completed application and EDI forms to [jobs@norwichuni.ac.uk](mailto:jobs@norwichuni.ac.uk) quoting reference 'A1138-1'

Please note that we can only accept forms in either PDF or DOC format.

The closing date for this vacancy is: 25<sup>th</sup> July 2025 at 5pm.

We regret we are unable to accept late applications.

## Interview Arrangements

Interviews will normally be held on campus.

We will be in touch to let you know if you are shortlisted for interview.

The date of the interview will be: 19<sup>th</sup> August 2025.

Due to the high volume of applications we receive we are unable to provide you with feedback.

If you are shortlisted, we will ask you to provide us with evidence of your eligibility to work in the UK.



We would like to take this opportunity to thank you for your interest in this position and wish you success with your application. If you have any queries regarding any aspect of the recruitment and selection process, please contact the Human Resources Team by emailing [jobs@norwichuni.ac.uk](mailto:jobs@norwichuni.ac.uk)



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