



LECTURER

IN CUSTOMER SERVICE & QUALITY MANAGEMENT

Full-Time, Permanent

Further Particulars

Salary range: £38,293 - £43,075

The Al-Maktoum College of Higher Education was founded in 2001 to bridge the possible gap between the Muslim and western worlds by focusing on intelligent debate and scientific understanding of Islam and the role of Muslims in the contemporary world. In its relatively short history, over 1800 students from over 40 countries have successfully graduated from College programmes. The College has widened its scope as a Scottish Qualifications Authority (SQA) Centre and has collaborative arrangements with several higher education institutions at home and abroad. In collaboration with Abertay University we deliver four MSc degrees. Our programmes are in Strategic Organisational Learning, Moral Economy & Sustainable Development, Law & Sustainability, and the most recent Customer Experience & Service Management. The agreement between the two institutions brings together the experience of both faculties to offer the very best in teaching and learning.

The College campus is in central Dundee, but the College has partnerships and relationships throughout the UK and internationally.

Applications are invited for the above post at Al-Maktoum College. The position will be full time, permanent at the Lecturer level. The successful applicant will have proven research and teaching expertise and be able to make a strong contribution to the academic profile of the College in 2024 and beyond. S/he will have proven teaching and research expertise in Customer Service and Quality Management and be able to contribute to teaching in any relevant areas, including but not restricted to Business Excellence, Organisational Learning, Customer Service and Business Innovation. Active participation in the activities of College's other programmes is also expected.

The successful candidate will be expected to be an active researcher and teacher, with significant research publications appropriate to their level of appointment, and the ability to teach and supervise at postgraduate level and to contribute to the College's research activities.

The successful candidate will be expected to:

1. Teach undergraduate and post graduate students undertaking College programmes of study (this includes interdisciplinary programmes delivery across the College and with external collaborators).
2. Provide academic and pastoral support to students.
3. Work closely with senior colleagues to increase levels of achievement and students' learning opportunities.
4. Ensure that the quality of the delivery and assessment of courses meet the standards and expectations of the Quality Assurance Agency for Higher Education (QAA).
5. Produce high quality teaching and research in Customer Service, Quality Management, Business Excellence, Innovation and Organisational Learning.
6. Involve actively in the recruitment of students for college programmes.
7. Participate in enterprise and external engagement activities within the College.

8. Keep their knowledge up-to-date and to be scholarly active, in Customer Experience and Service Management.

DUTIES & RESPONSIBILITIES:

1. Support the management and direction of students and learning resources on programmes of study as assigned by the Principal.
2. Develop and deliver resources and teaching materials to meet programme/course frameworks and learning outcomes on a range of programmes.
3. Teach undergraduate and postgraduate students in relevant programmes as required by the College, to the highest professional standards.
4. Supervise the work of taught undergraduate/postgraduate and/or research students, as required.
5. Set, mark and assess students' work, ensuring learning outcomes have been met and feedback is both detailed and constructive.
6. Conduct and publish high quality research (at an international level) including a track record of publications with internationally recognised peer reviewed journals and publishers.
7. Apply for and secure research income from such bodies as the research councils, charitable and scientific foundations, commercial enterprises, government, and other sponsors.
8. Contribute to the enhancement of higher education in the College through innovative curriculum and pedagogy.
9. Interact on a professional level with relevant internal and external professional bodies to ensure currency of knowledge, relevancy, and accreditations.
10. Participate in the development of internal and external partnerships to disseminate information, share best practice, establish opportunities for collaborative work and enhance the reputation of the College.
11. Engage with quality assurance processes/procedures to ensure that academic standards are met.
12. Participate and contribute to the College's academic meetings/boards as appropriate to the role.
13. Co-ordinate student events, as required ensuring effective use of time and resources.
14. Be strongly involved in pre-entry, recruitment, selection and admissions activities in order to promote the College and gain a better understanding of student needs/expectations.
15. Provide a first point of contact for student welfare issues, referring problems on where they are complex or serious.
16. Carry out personal and professional development to enhance subject authority and to contribute to the College's reputation for academic and professional excellence.
17. To be flexible in the role and to undertake relevant academic and operational duties as assigned by the Principal.

Person Profile

Essential characteristics:

General

- Effective communication skills, both written and verbal to convey complex concepts to students and peers.
- Completion and award of a PhD from a recognised university.
- Experience of teaching undergraduate & postgraduate students.
- Experience of curriculum design and development.
- Experience of using blended learning and e-learning technologies such as virtual learning environments.
- Fluency in English in both written and verbal communication.
- Ability and willingness to work within the requirements for quality assurance, learning and teaching frameworks, and research excellence of the UK higher education system.
- Enthusiasm and commitment for the vision, mission, aims and objectives of the College in relation to its expansion policy and strategy, whilst always remaining an excellent ambassador for the College.
- Ability to contribute to the organisation of seminars, offering subject specific training in research methodology, and to attend and contribute to the College's research seminars and workshops.

Technical Skills in Quality Management:

1. Proficiency in the processes of quality management.
2. Sound understanding of quality planning, control, and improvement.
3. Expertise in data analytics to derive meaningful insights.
4. Experience in industry-specific technical knowledge.
5. Understanding of new technologies and data interpretation.
6. Understanding of human literacy (end user, product, service)

Industry Experience:

- Practical experience in Customer Service and Quality Management, providing insights into real-world applications of theoretical concepts.

Desirable characteristics:

- Interest in and/or research expertise/experience in one or more area within the broad subject of Quality Management and Business Excellence.
- Good administrative skills and experience of administration at the departmental level.
- Up to date professional accreditation e.g. ISO 9001, CQI, IRCA or other professional qualification or relevant professional experience.

Interviews

Interviews will be held in Dundee during May/June 2024.

Salary and Conditions

The post will be full time, permanent at the Lecturer level.

Salary will be within the range of £38,293 – £43,075 per annum.

Further particulars are available from Benjamin Roberts (tel: 01382 908070; email: hr@almcollege.ac.uk) or from the College web site <http://www.almcollege.ac.uk>

Applications

Informal inquiries can be made to Dr Alaa Garad (email: a.garad@almcollege.ac.uk)

You are required to send a completed application form, covering letter and a full CV. The applications should include the names and addresses of three referees. These should be asked to send their references at the same time of application directly to:

Benjamin Roberts, HR, Head of Operations, (b.roberts@almcollege.ac.uk) Al-Maktoum College Higher Education, 124 Blackness Road, Dundee DD1 5PE, UK

Applicants should ensure that their references reach the College by the end of business on Monday 15th April 2024. Failure to do so may result in the application not being considered for short listing.

Closing date for applications: Monday 15th April 2024.

Applicants will only be contacted if invited for interview.