



Governance Senior Lead Information Pack

Dear Candidate

Thank you for your interest in the Governance Senior Lead role.

We are the University of Sunderland in London, part of the University of Sunderland with its main campus based in north-east England. We are a life-changing institution, dedicated to being **student-focused, profession-facing, and society-shaping**. Our mission is to provide a transformative experience for all our students through an employability- and enterprise-focused curriculum.

The University of Sunderland in London is a teaching-focused branch campus located near Canary Wharf - London's financial district - within one of the capital's most dynamic and diverse boroughs. Our staff and student community is as diverse and international as the global city we call home. We run four intakes per year to accommodate our prospective students' lives and we deliver teaching and support all year round.

Our academic programmes in **business and finance, health and nursing, and tourism and hospitality** are professions-focused, equipping students with the skills they need to succeed in their future careers.

A Transformative 2025

2025 was a landmark year for the University of Sunderland in London. We opened our new campus at Harbour Exchange - £11.5m investment that provides students with innovative and brand new learning facilities and staff with a modern working environment.

A key feature of our new campus is a state-of-the-art medical simulation ward, supporting the expansion of healthcare programmes, including new MSc Nursing.

We launched our new MSc Fintech programme, supported by a London Stock Exchange trading room, and secured £211,000 in funding from Innovate UK for a pioneering two-year Knowledge Transfer Partnership in Social Care.

Our commitment to student-focused teaching was reflected in the 2025 National Student Survey, where **94% of student responding positively to the quality of teaching on their course**.

Our campus is award-winning. In November 2025, our international student support team received the **Outstanding Student Support Award** (Making a Home in the UK) at UKCISA's WeAreInternational Awards and in April 2025 the Estates Team were awarded Bronze in the AUDE Estates/Facilities Team of the Year.

We continually strive to create a good place to work for our staff. In our 2025 staff engagement survey, we achieved an **81% engagement score**, placing us in the top quartile of UK universities.

Graduations are one of the proudest occasions at the University of Sunderland in London. Held three times a year at London's historic Southwark Cathedral, they bring together graduating students, their families and friends, and our staff, to celebrate achievements and look ahead to future success.

Since 2024, we have been running a 4-day week pilot, allowing us to strike a balance between providing high quality teaching and on-site support for our students, while also supporting the work-life balance of our staff. We reduced standard weekly working hours to 32, with no change to staff salaries, worked over four days with one non-working day. The pilot has been a great success, and we are planning to make it permanent in 2027. We provide teaching and support to our students from Monday to Friday.

We are committed to building on all our success in 2026.

Our London campus is a collaborative, forward-thinking, fast-paced and exciting place to work, with a clear sense of mission. This is an excellent opportunity to join us if you want to elevate your professional journey in a challenging yet supportive environment.

Thank you for your interest. We look forward to receiving your application.

Key figures:

- 2012 – the year the University of Sunderland in London opened
- 200 – members of staff at the University of Sunderland in London
- 5870 – students studying at the University of Sunderland in London
- 30,000 – in October 2025 we enrolled our 30,000th student

Senior Management Team: <https://london.sunderland.ac.uk/about/senior-management-team>

Our website: <https://london.sunderland.ac.uk/>

About the role

With the move to our new Harbour Exchange campus, continual change in our student demographics, increases in staff numbers, and a very challenging external environment, we have reviewed the future direction of our professional services. Our aim has been to ensure that we continue to deliver the best possible experience to students and staff. As a result, the Governance and Operations department have been created consolidating existing functions, redefining existing roles and creating new roles to support the delivery of teaching and support to our students, enable our staff to deliver on our objectives and provide working and learning environment that enhances everyone experience.

This role offers an exciting opportunity to provide senior leadership across a broad and vital Governance portfolio. As Governance Senior Lead, you will be responsible for shaping and

delivering and overseeing high-quality academic quality assurance and enhancement, regulatory compliance, student casework, timetabling and management information. You will be reporting to the Deputy Director (Operations & Governance) and will lead multidisciplinary teams driving continuous improvement and operational excellence.

This is a unique and highly varied and impactful role that combines strategic leadership with hands-on oversight in a complex and fast-moving higher education setting. You will lead on major projects, and work closely with colleagues across London and Sunderland as well as external partners and stakeholders. With responsibility for this wide and varied portfolio, service innovation and staff leadership, this role is ideal for someone who thrives on challenge, enjoys balancing long-term planning with day-to-day delivery, and is motivated by making a tangible difference to the student and staff experience.

The role has three direct reports and provides leadership to nine members of staff in total.

We are looking forward to welcoming you!
