



Job Title: Business Administration Supervisor (Student Progression)

Grade: 6

Salary: £32,296 to £36,924 per annum, pro-rata if part-time

Department: Leicester Law School

Hours/Contract: Full-time or job share, permanent

Job Family: Management and Administration

Reference: 10638

Role Purpose

Responsible for providing and contributing to an effective and customer-focused frontline support service to students across undergraduate and postgraduate programmes. The post holder will deliver support, advice, guidance and professional information to meet the needs of students on a range of personal, pastoral and academic issues.

Working with the School's Operations Manager and Business Administration Managers (BAM) the post holder will be part of the School's Professional Services Management Team and will be expected to use a high level of independence when supporting Leicester Law School students on its campus-based programmes of study to maximise student attendance and engagement. The post holder will also work closely with the Schools Senior Tutor and Deputy Senior Tutor to continue to develop the School's programme of personal tutoring in line with University policy.

The post holder will also work as part of the wider professional services team within the School and support the activities of the team in addition to maintaining their own areas of responsibility.

Main Duties and Responsibilities

- Manage and develop a team of professional services administrative staff, monitoring the capacity and capability of the team to include performance management, induction, probation, training/development and appraisals of staff. Identify priorities, resolve issues and organise workloads.
- Support the BAMs in delivering an excellent service to students and staff. Ensure that the Professional Services team responds quickly and effectively to queries and issues, and that communication with students is clear and timely.
- Oversee, and take responsibility for, the day-to-day work of the Student Support Team and facilitate the provision of appropriate information, advice and support to students on a range of personal, pastoral and academic issues including through structured one-to-one meetings and informal drop ins.
- To ensure that University wide and School level attendance monitoring processes are being upheld by the Team, identifying, contacting and meeting with students where attendance is a particular concern.
- Proactively contacting at-risk students on a Student Visa to help prevent any potential breaches of their visa conditions. Develop close operational partnerships with the School's Senior Tutor, Deputy Senior Tutor, Personal Tutors and the wider University Student Support and Wellbeing Services, ensuring that procedures are being applied consistently and fairly, and are regularly reviewed in-line with the School's objectives.
- Have expert knowledge of key student facing policies and processes across the School and wider University; in order to offer advice and guidance to students and relevant colleagues.





- Work with the Student Recruitment & Engagement team to support student events, including Induction, open days and other events throughout the student learning journey.
- Together with the Operations Manager and the Business Administration Managers undertake regular reviews of student communications and provision of information, identifying gaps and seeking remedies to ensure essential information is reaching students via appropriate channels such as email bulletins, handbooks, Blackboard and relevant webpages.
- Support the Head of School and the School's senior academic and professional services managers to ensure the continued success of the School and to inform the development and delivery of new modules, programmes and initiatives in accordance with the School's strategy. This may include gathering feedback and preparing data to support these developments.
- Act as representative of the School at College and University wide meetings and use attendance at College and University meetings to ensure that own professional skills and knowledge of changes is kept up to date.

Demonstrate leadership by supporting the wider work of the professional services team, providing cover in the absence of colleagues and being available to help at busy times of the academic year. This includes (but is not limited to):

- Maintain an up-to-date operational knowledge of office systems, policies and processes, to help drive innovation and respond quickly and flexibly to change;
- Take the lead in contributing ideas and proposing solutions relevant to the role and general efficiency of the office, taking responsibility to implement as appropriate;
- Work collaboratively across the School Administration team to support delivery of cross-functional objectives.

Internal and External Relationships

- Close liaison with the School's Business Administration Managers, the Operations Manager, the Senior Tutor/Deputy Senior Tutor, Head of School/Deputy Head of School, Student Support Services (Welfare, Counselling and Wellbeing, AccessAbility), Academic Personal tutors and all members of the professional services team.
- All academic staff, associate tutors; undergraduate and postgraduate students.
- Membership of relevant committees and groups.
- Student groups and societies.
- Academic Services, Security Office, Vice-Chancellor's Office, Registrar's Office, Portering Staff, Room Bookings etc
- Parents, carers, prospective students.

Planning and Organising

- Participate in the School's planning cycle, including the identification of team and individual projects and objectives.
- With a high degree of independence, organise own individual workload within annual plans determined by the academic cycle and the School management team and School Managers.
- React quickly to any urgent matters and pre-empting issues with pro-active solutions.
- Plan and implement new procedures highlighted by review process and/or the previous year's activities.





- Actively keep abreast of changes in procedures, policy and any other factors that may affect the delivery of the School's activities relating to student support matters.

Qualifications, Knowledge and Experience

Essential

- Educated to degree level, or with equivalent skills and experience*
- Strong administrative experience and organisational skills with the ability to work to multiple deadlines and prioritise own workload*
- Experience gained in a student support environment where discretion and confidentiality is vital*
- Experience of delivering support to a wide range of student needs*
- Experience of developing good working relationships with colleagues both within a department and institution-wide
- Experience of providing culturally competent care with individuals from a wide range of ethnicities, nationalities and religious backgrounds*
- Experience of improving and maintaining systems and accurate record-keeping*

Desirable

- Experience and training in coaching, mentoring or equivalent
- Experience of managing staff
- Experience of working in a Higher Education setting*

Skills, Abilities and Competencies

Essential

- Ability to work independently, to make decisions relating to project planning and to delegate appropriately to administrative staff
- Confident communicator with the ability to adapt interactions with others appropriately to the needs of the situation
- Excellent IT skills including Microsoft Office, data entry and web based applications including professional experience with MS Outlook
- Excellent interpersonal skills with a record of influencing and motivating others
- Willingness to be flexible, to include working some weekends and evenings, adaptable to change and able to take a solution-focused approach
- An understanding of the importance of meeting customer needs, high quality student experience and providing a high-quality service
- Ability to work under pressure and keep to deadlines
- Ability to work with accuracy and attention to detail

****Criteria to be used in shortlisting candidates for interview***





Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equity support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equity, diversity and inclusion.

