

**Job Title:** Student Support Services Advice, Guidance and Operations Manager

**Grade:** 8

**Salary:** £49,559 to £55,755 per annum, pro-rata if part-time

**Department:** Student and Academic Services

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

**Job Family:** Management and Administration

**Reference:** 10567

### Role Purpose

The role will bring transformation and continual service improvements. Its dual focus is on implementing strategic plans and operating procedures to support our learners to access specialist advice on student finances, budgeting, financial support and guidance in relation to all aspects of student life, as well as leading and developing business operations and administrative functions across Student Support Services in collaboration with heads of services to bring direct benefit in supporting students.

Identifying redundancies in processes, and streamlining all our operations will be a crucial element of the role. The role will undertake continual root and branch review of all systems and processes, developing and implementing optimal case and risk management systems, and will support the service to deliver on the Student Minds Mental Health Charter. They will ensure all service delivery aligns with a step care approach that is data and evidence driven, as well as compliant in equality and other relevant legislation.

With a focus on an inclusive, high quality customer service in Student Support Services, and embedding student voice, the postholder will ensure communications are effective in informing students of what is available to them, they will also be responsible for monitoring and measuring of all service KPI's, delivery targets and mechanisms to gather service user feedback.

### Resources Managed

- Reports to Head of Student Support Services
- Responsible for the management and development of administrative functions across Student Support Services
- Responsible for the management of Welfare Advisors, Funding Advisor and Business Operations Manager
- Responsible for developing and managing processes, IT systems and platforms to deliver specialist support, data and gathering and embedding student voice
- Responsible for the management of allocated hardship funds





## Main Duties and Responsibilities

- Work with the Head of Student Support Services to implement relevant strategies into operation to ensure appropriate deployment of resources and that data led management decision making and business processes are in place to support a diverse student body with greater complexity in needs.
- Have responsibility for all the operational processes and procedures across Student Support Services to ensure the effective management, monitoring, audit, assessing of risk and case management. They will also ensure optimisation of the whole operation so that it is efficient and effectively underpinning the provision of high-quality support for all students who access the service, particularly those students in crisis and/or with complex needs.
- Lead the development and implementation of relevant policies, and lead on the underpinning processes and procedures e.g. Communicable Diseases, Reasonable Adjustments, Support to Study, Cause for Concern, and Student Fatalities.
- Be responsible for managing, monitoring, reviewing and evaluating the financial support available for students. Providing expertise to make decisions around complex student cases, ensuring a compassionate and effective customer service.
- To lead, implement, manage, and develop IT systems and platforms both current and new within Student Support Services, in partnership with IT services, for auditing, supporting users with system delivery, functionality and data extraction. To lead with the management of the relationships between supplier and the business including scoping of new functionality and systems.
- Management of external partnerships, to include relationship building, establishing Service Level Agreements, monitoring, auditing and to lead, implement and monitor an Annual Delivery Plan across Student Support Services, including robust data sets, evidence collection and analysis, auditing, training schedules, Key Performance Indicators, student voice mechanisms, alongside producing comprehensive reports to a range of audiences.
- Responsible for the co-ordination and promotion for all lower-level step care activity and resources; including web pages, self-help resources, digital coach, and embedding student voice.

## Internal and External Relationships

- Working with Heads of Student Support Services and colleagues across the University, to implement strategic and operational plans.





- Engage with external stakeholders relevant to areas of work undertaken.
- Manage a diverse team.
- Represent and/or promote the services at both internal and external meetings to ensure issues, processes and procedures are appropriately acknowledged, represented and acted upon.
- Partnership working with a range of technical IT services and end user stakeholders both internally and externally.
- Lead the relationship management relating to the delivery of training, resources and system delivery both internally and externally.

## Planning and Organising

- To lead, implement and monitor the Annual Delivery Plan for Student Support Services, which will cover all operational aspects of activity across Student Support Services, resource management and external contracts.
- Ensure adequate capacity to effectively manage reactive requirements alongside the delivery of business as usual.
- To implement and manage a range of robust data, evidence, evaluation, feedback and student voice mechanisms that align with academic calendar and university wide activities.
- Optimise and ensure continual scheduled reviews of the usage of IT systems across Student Support Services with consideration for interdependencies, costs, training requirements and efficiencies.

## Qualifications, Knowledge and Experience

### Essential

- Relevant professional qualifications (or equivalent experience) \*
- Experience of working in a customer service environment\*
- Proven experience in a management role of successfully implementing service improvements and change management\*
- Demonstrable experience of applying analytical skills and translating strategy into achievable measurable operational outcomes\*
- Knowledge and understanding of current best practice in learner support, specifically with the student body\*
- Significant experience of working effective relationship management with a range of stakeholders to influence, negotiate and establish collaborative working\*

### Desirable

- Experience of managing multiple workstreams and to deliver high quality student support
- Exceptional verbal and written communication and presentational skills
- Ability to lead and command respect from staff, students and other stakeholders





- Experience of working in Higher Education

### Skills, Abilities and Competencies

#### Essential

- Excellent interpersonal skills including the ability to establish effective working relationships with all colleagues, students and others, both inside and outside the university \*
- Ability to simultaneously manage multiple workstreams with competing demands and deliver impactful measurable outcomes\*
- Exceptional verbal and written communication and presentational skills\*
- Ability to lead and command respect from staff, students and other stakeholders\*
- Ability to encourage the teams to improve upon existing service standards and drive quality throughout service delivery\*
- Experience of effectively using a range of IT management systems\*
- A flexible and creative approach to student support with the ability to adapt and changing expectations and a diverse student community\*

#### Desirable

- Experience of developing and implementing methods of collecting feedback from student, staff and other stakeholders via a range of methods.
- Experience of supporting staff to fully optimize use of IT management systems.
- Experience of implementing IT systems.

***\*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 equality 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 equality, diversity and inclusion.

