Job Title: Student Services Centre Team Leader
Grade: 6
Salary: £27,830 to £32,236 per annum
Department: Student and Academic Services
Hours/Contract: Full-time, permanent
Reference: 656

Role Purpose
To coordinate the delivery of customer services to students through the Student Services Centre, ensuring that services are continuously improved and that students receive a professional, supportive and seamless experience.

Within Student and Academic Services, the Student Services Centre contributes to the delivery of key professional frontline services to students, staff and other customer groups by dealing with enquiries and managing appointments for the wider team. The Student Services Centre team provides information, support and advice to students in the Student Services Centre by dealing with enquiries in-person, by telephone and online. Services accessed by students in the Student Services Centre include Student Support Services (AccessAbility, Welfare and Counselling), the Careers Development Service and Academic Services. The Student Services Centre team also undertake a leading role in coordinating key university events including Registration and Graduation.

Resources Managed
- Direct line management of the Student Services Administrators
- Responsible for supporting the Student Services Centre Manager in ensuring that the SSC is appropriately resourced at all times across the Centre’s opening hours. This includes managing team workload allocation and working patterns and proactively flagging issues to the SSC Manager

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<tr>
<th>Principal Responsibilities</th>
<th>% Time</th>
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<tbody>
<tr>
<td><strong>Service Delivery</strong></td>
<td>40</td>
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<td>- Ensure that a first point of contact service is provided to students, including the provision of face-to-face service to students visiting the Student Services Centre and managing a responsive email and telephone service. This includes ensuring that daily, weekly and monthly routines are planned and adhered to and that cover is maintained through appropriate workload allocation mechanisms. It also includes providing a direct service yourself when required</td>
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<td>- Ensure that defined processes and transactions which relate to customer service are managed and delivered via the Student Services Centre, including but not limited to booking appointments, providing documentation and taking payments</td>
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<td>- Be a source of expert advice and guidance for the team on the services provided through the SSC and when to pull in expertise</td>
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<tr>
<td>- Take a leading role in the planning, delivery and review of key student lifecycle events, including but not necessarily limited to Registration and Graduation</td>
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Job Summary

- Work in close conjunction with the Student Service Centre Manager to ensure a seamless interface between the first point of contact service delivered by the Student Services Centre and the specialist input of other teams and services

- Under the direction of the Student Services Centre Manager, ensure that the Student Services Centre presents a professional and engaging appearance to service users at all times

- Support the Student Services Centre Manager, where required, with health and safety and/or facilities management issues

Service Improvement

- In consultation with the Student Services Centre Manager, identify what measures need to be in place to evaluate service levels from a student perspective and evidence the impact of change

- Ensure that the importance and relevance of service measures are fully understood and embedded within the team, and that measures are regularly reviewed and acted upon

- Take a lead role in analysing, interpreting and presenting data, and communicating the results of that analysis to a range of stakeholders

- Ensure that key student lifecycle processes are understood across the team and that processes are documented in a manner that is accurate, up-to-date and accessible. Routinely review these processes to ensure fitness for purpose in line with the principles of seamless student services and first-point-of-contact customer services

- Represent the Student Services Centre and/or Academic Services more broadly on cross-functional improvement projects, including but not necessarily limited to Student Lifecycle Change Programme projects

Team Management

- Supervise and line manage a team of Student Services Centre Administrators. Delegate and monitor tasks and manage team members in relation to conduct and performance

- Ensure that the team is appropriately resourced by managing individual staff working hours and leave requests. Review and adjust workloads to ensure that peak times are anticipated and planned for and the balance between ‘doing the work’ and ‘improving the work’ is maintained

- Ensure that staff are trained on the necessary technical skills and subject-matter knowledge and that capacity is built into team rotas to allow for training and development activity

- Ensure that student lifecycle events and peak operational periods are appropriately resourced by pulling in staff from other areas and/or recruiting, supervising and training temporary staff or student ambassadors

- Represent the Student Services Centre or Academic Services more widely at divisional and University level as and when required, including deputising for the Student Services Centre Manager if necessary
Job Summary

Internal and External Relationships

- A member of the Student Services Centre management team
- Direct provision of service to University of Leicester students
- Excellent coordination and liaison with counterparts in the teams which contribute expertise to the Student Services Centre is required. Contributing teams currently include: Student Welfare, Counselling and Accessibility in the Student Support Services; Student Records, Student Immigration Advice & Compliance and Timetabling & Examinations in the Academic Services; Student Finance in the Division of Finance; and the Career Development Service
- Proactive engagement with the Student Lifecycle Change Programme, including providing subject matter expertise to specific projects
- Engagement with a wide range of stakeholders, including the Students Union, programme teams in Colleges / Departments, and other Corporate Services to ensure that the purpose of the service and the needs of service users are fully understood

Planning and Organising

- Ensuring that the Student Services Centre team’s daily, weekly and monthly tasks lists are clearly defined, understood and carried out and that cover is in place if team members are absent
- Holding regular team meetings, focussing on day-to-day operations and longer-term service improvements
- Ensuring that a regular cycle is in place for setting key dates and deadlines
- Planning and delivery of key student lifecycle events, including making sure that delivery and communications plans and cross-functional staff rotas are drawn up
- Responsible for working in consultation with the SSC Manager to ensure that there is capacity to review and take action on service measures

Qualifications, Knowledge and Experience

Essential

- First degree or equivalent vocational experience, plus substantial experience in similar or related roles*
- Experience of delivering customer services and improving systems and processes for the demonstrable benefit of customers*
- Experience of supervising teams to deliver organisational goals, including motivating teams and addressing issues of under-performance*
- Significant experience of managing records within large-scale customer databases*

Desirable

- Membership of the AUA or similar professional body
- Experience of directly delivering services to a diverse range of clients with differing needs, including clients in distress or crisis
- Experience of planning and organising large events*
- Knowledge of student lifecycle administration and the business processes underpinning this, preferably gained through vocational experience in Higher Education*
- Experience of corporate student records systems such as SITS and/or enquiry management systems*
Experience of working with lean or systems thinking methods for change

Skills, Abilities and Competencies

**Essential**
- A proven commitment to providing exceptional customer service which places the student experience at the forefront and the ability to instil that vision in others
- Excellent written* and oral communication skills, with the ability to give and receive information across a variety of methods and across a wide range of stakeholders
- The ability to communicate clearly, accurately and sensitively to students using a range of tools and methods. This includes large-scale communications and providing information and guidance to students on a one-to-one basis
- Good networking skills, and a readiness to take a collaborative approach to service delivery and improvement
- A flexible and adaptable approach to work and the ability to plan and organise own and others’ work activities
- An innovative and creative approach to problem solving and the ability to take a solution-focussed approach at all times
- A hands-on approach to team leadership and a willingness to be ‘in the work’
- The ability to give constructive feedback to team members, acknowledging strength and identifying areas for further development
- A commitment to your own continuing professional development and that of your team
- The ability to uphold our University’s professional services VITAL values and to create a culture in which they are instilled within the team
- The ability to work with minimal supervision, identifying when and how to pull in management support

**Desirable**
- The ability to use lean methods to understand, measure and improve business processes
- The ability to understand the support students require and the broader contextual importance of this to Universities
- The ability to understand and interpret complex regulations and policies
- The ability to interpret and present data and use it as a basis for making service improvements

*Criteria to be used in shortlisting candidates for interview*

Additional Information

The Student Services Centre is open during term-time from 8.30am to 6.30pm Monday to Thursday, and from 8.30am to 4.30pm on Fridays. Student Services Centre Administrators are required to work on a rota basis in order to cover the operating hours. During term-time, full cover is required from 8am to allow for set-up, until 7pm to allow for close down. Team Leaders are also required to be part of the term-time rota, by working some early and late shifts each week. Flexibility is also required (sometimes at short notice) to cover sick absence or annual leave to ensure smooth service delivery.

Outside of term-time the Student Services Centre is open from 9am to 5pm Monday to Friday.

Annual leave is also restricted during peak operations times, including before, during and after Registration, and before and during January and July Graduations.
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<th>VITAL</th>
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<td>The University encourages all staff to live our VITAL values which are: Valuing People, Innovators, Together, Accountable, Leaders.</td>
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<td>We believe that equality, 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.</td>
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