



Job Title: Academic Services Manager (Student Services Centre)

Grade: 8

Salary: £43,267 to £48,677 per annum

Department: Student and Academic Services

Hours/Contract: Full time, permanent contract

Reference: 353

Role Purpose

To lead the development, management and delivery of the Student Services Centre, ensuring the provision of a measurably excellent service to students, and leading and developing the cross-functional Student Services Centre team

To develop and continuously improve the service delivered by the Student Services Centre as a one-stop face-to-face and digital service to students, where staff own and resolve queries at the first point of contact drawing on expertise where necessary

To be responsible for the delivery of key student lifecycle events including Registration and the student-facing elements of Graduation

Main Duties and Responsibilities	% Time
<ul style="list-style-type: none"> • To lead the delivery of a first point-of-contact service to students encompassing face-to-face, telephone and email enquiries, appointments booking, receipt of payments and the provision of documentation to students, and to manage and develop the business processes underpinning the service, including: <ul style="list-style-type: none"> ○ Ensuring that the activities of the Student Services Centre comply with all relevant statutory, regulatory and University policy requirements in relation to its business processes ○ Ensuring that the Student Services Centre presents a professional and engaging appearance to service users at all times, including through appropriate use of signage and displays, queue management techniques, and establishing and maintaining protocols for student communications ○ Leading liaison with operational managers of the services which feed into the Student Services Centre in order to achieve a seamless integration between first point-of-contact support and specialist input ○ Ensuring that the definition, collection, analysis and measurement of student engagement with the Student Services Centre informs ongoing service improvement • Working with the Student Services Centre Team Leaders, to identify, plan, and where appropriate deliver, relevant training for members of the Student Services Centre team, and ensure that team members are equipped with the necessary technical skills, subject-matter knowledge and student-centred ethos, and that the team upholds and demonstrates our VITAL values in its service delivery, operating principles and professional behaviours; and to ensure that all aspects of people management, performance development and review are carried out effectively across the team 	<p>45</p> <p>10</p>





<ul style="list-style-type: none"> • Working with the Head of Student Operations, to develop and implement longer term strategic plans for the Student Services Centre, including for the redevelopment of the physical space and digital capability of the Centre, and for the continuous improvement of the service to students and for measuring its effectiveness and quality 	10
<ul style="list-style-type: none"> • To manage the operational planning and delivery of key student lifecycle activities, including Registration and the student-facing elements of Graduation, ensuring that these major events are planned, resourced and communicated in a timely fashion 	25
<ul style="list-style-type: none"> • To act as a professional services lead when required in relation to major University level developments and projects (e.g. Access to Student Services) 	5
<ul style="list-style-type: none"> • To be a member of the Academic Services Management Team (ASMT) and Academic Services Liaison Group (ASLG) working closely with colleagues both within and outside of Academic Services to ensure an holistic and supportive approach to academic administration is maintained 	5

Internal and External Relationships

To work effectively with service heads and operational managers whose teams contribute expertise to and draw on the support of the Student Services Centre, including: Student Welfare, Counselling and Accessibility in the Student Support Services; Student Records, Student Immigration Advice & Compliance, and Timetabling, Examinations & and Room Bookings 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 acting as Senior User to SLCP projects if required, and/or deploying subject matter expertise to 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

Liaison with academic colleagues, professional services teams in colleges, and corporate services divisions, in relation to Registration and Graduation

External networking with professional counterparts in other HEIs to ensure best practice is shared

Planning and Organising

Responsible for ensuring that appropriate workload allocation mechanisms and rotas are in place to ensure full coverage of the Student Services Centre desk throughout opening times

Responsible for ensuring that the service’s daily, weekly and monthly task lists are clearly defined, understood and delivered and that an annual planning cycle of activity is developed, maintained, delivered and reviewed

Responsible for relevant communications and events planning, ensuring that rolling plans are in place and are regularly reviewed and maintained

Specifically responsible for planning and delivery of annual Registration and student-facing elements of Graduation events





Qualifications, Knowledge and Experience

Essential

- A first degree equivalent level qualification*
- Experience of managing and developing frontline customer service operations and the underpinning processes and resources*
- Experience of service or process improvement*
- Experience and understanding of the student lifecycle and continuous improvement of associated services*
- Experience of delivering key student lifecycle activities, or other large-scale events*
- Experience of managing large-scale customer records*
- Experience of leading, managing and developing teams*
- Experience of implementing business change and of supporting colleagues through change*
- Knowledge of corporate student records systems, ideally SITS*

Desirable

- Knowledge of the regulatory and statutory factors affecting the Student Services Centre, including but not limited to data protection, immigration compliance, and consumer rights
- Knowledge of customer enquiry management systems
- Experience of directly delivering services to a diverse range of clients with differing needs, including clients in distress or crisis
- Membership of the AUA or similar professional body

Skills, Abilities and Competencies

Essential

- A proven commitment to providing exceptional customer service and the ability to instil this in others
- A readiness to challenge the status quo and proactively identify and solve problems, including a willingness to understand issues beyond the boundaries of the Student Services Centre
- Ability to work constructively with staff at all levels including the ability to negotiate and influence where required
- Ability to manage a varied and complex workload, progressing tasks and projects simultaneously, working flexibly, quickly and accurately to tight deadlines
- A high degree of personal resilience and the ability to work calmly and effectively under pressure
- Excellent written and verbal communication skills, including the ability to communicate with students and staff at all levels with tact and discretion and produce written work to an excellent standard*
- Ability to use negotiating, influencing, presentational and networking skills to remove obstacles to improvement and secure buy-in at all levels of the organisation, and ability to negotiate credibly with external partners as a representative of the University





- A hands-on and supportive approach to team leadership when required, and a commitment to own continuing professional development
- Competent IT skills with experience of MS Word, Excel and Powerpoint
- Ability to identify measures, and collect, analyse and present data in an accurate and informative way, and to make decisions based on knowledge, understanding and data
- A flexible and adaptable approach to work

Desirable

- The ability to use lean methods to understand, measure and improve business processes
- The ability to understand and interpret complex regulations and policies

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

VITAL

The University encourages all staff to live our [VITAL values](#) which are:
Valuing People, Innovators, Together, Accountable, Leaders.

Equality and Diversity

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.

