

## Student Support Team Manager

Job Ref: REQ230065

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

### Job Description

**Job Grade:** Management and Specialist Grade 7

### Job Purpose

To lead, manage and be accountable for the professional delivery of the full range of administrative functions required of the Student Support Teams, in order to facilitate and develop the teaching activities of the School.

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

### Duties and Responsibilities

- Lead and manage administrative staff within the Student Support Team. The goal is to enable work to be completed in an accurate and timely manner and in compliance with procedures and instructions agreed with post holders. This includes:
  - workload planning, including allocation of tasks, identification of workload problems and implementation of agreed solutions
  - performance monitoring (including reward / discipline recommendations to Operations Manager when appropriate)
  - recruitment, induction and training of new staff
  - manage human resource issues such as career progression, staff development, motivation and training.
- Design, monitor and maintain administrative systems to meet the needs of the School and to ensure compliance with all relevant external and internal regulations.
- Assist and advise the Operations Manager in seeking continuous improvement of administrative processes to meet the changing needs of the School and the University. These should identify best practice across the HE Sector and should interface effectively with corporate systems.
- Assist and advise the School Senior Management Team (SMT), the Associate Dean for Education & Student Experience (ADESE) and the Director of Doctoral Programmes (DDP) with strategic planning and development of policy and practice. Develop and

share best practice, provide advice and guidance, by participation in relevant committees and meetings. The post-holder should proactively recommend improvements to colleagues across the School.

- Assist the SMT with wider strategic planning and development of the School as required. For example, suggesting ways to lead, implement and administer desired change.
- Co-ordinate programme administration, through the team, for all programmes including:
  - oversee the admissions process from open days through to registration and induction.
  - organising the annual review of module specifications
  - manage quality assessment for student programmes, including preparing documentation for programme reviews and external accreditation
  - drafting programme specifications
  - managing the module and programme feedback process
  - allocating personal tutors
  - implementing any modifications or changes required to the teaching process
  - Oversee progression and administration of Research programmes (PhDs).
- Overall responsibility for managing the assessment process to meet the requirements of University Regulations, External Examiners and accrediting bodies.
  - drafting of policies and procedures associated with taught programme assessments
  - provide guidance and feedback to External Examiners, Responsible Examiners, the University Examinations Office, other academic Schools and students
  - working with Grade 6 Student Support coordinators, service all taught exam boards and advise senior academic colleagues appropriately.
  - organise, staff and resource examinations held outside the University examination hall for students who have special needs or who are not on campus.
  - Organise team members to carry out procedures for coursework submission, feedback and return.
- Responsible for implementing University regulations and governance surrounding student programmes. This includes dealing with mitigating circumstances claims, academic misconduct and other serious complaints and requires a detailed understanding of the regulations.
- Overall responsibility for monitoring student progression throughout their studies. This includes organising (through the team) processes surrounding attendance monitoring, exam and coursework completion, and providing data and advice to academic colleagues responsible for particular students. For research programmes this includes oversight of the work of the PGR administrators.
- Ensure that the team provide appropriate advice and guidance to students concerning course requirements and options, re-assessment and programme changes. Provide appropriate advice and guidance on student welfare in conjunction with academic tutors. Liaise with Wellbeing Advisers and other services to ensure that students receive the support they require.
- Responsibility for the maintenance of student records and co-ordination with central records on the University database to ensure accuracy and compliance with data protection legislation.
- Collation and interpretation of complex data on a range of subject areas. Production of management reports as required by SMT or the Operations Manager.

## **PERSON SPECIFICATION**

### **Special Conditions**

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

### **Organisational Responsibility**

Reports to: Operations Manager  
Responsible for: All administrative staff in the Student Support team

Level of supervision received: Not regular supervision. Line management of staff in the student support team will be through the Student Support Coordinators and then into the Team Manager post.

## Person Specification

Your application will be reviewed with respect to meeting the essential and desirable criteria listed below.

Your application will be reviewed against the essential and desirable criteria listed below.

Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

### Essential Criteria

Area	Criteria	Stage
Experience	A substantial period of relevant work experience.	1, 2, 3
	Several years' experience of working in Higher Education administration. Detailed knowledge of University Structures and systems.	1, 2, 3
	Management experience, and the ability to manage staff effectively.	1, 2, 3
Skills and abilities	Excellent interpersonal skills: ability to deal with a wide variety of people at all levels using judgement, diplomacy, tact and political awareness.	1, 2, 3
	Intellectual capacity to use sophisticated problem-solving skills and implement appropriate solutions. Ability to learn independently and to master new areas rapidly.	1, 2, 3
	Able to develop systems and processes, considering multiple factors and analysing complex data.	1, 2, 3
	Ability to work under pressure, to cope with a demanding workload and to use effective judgement.	1, 2, 3
	Ability to manage a variety of on-going projects, to proactively prioritise tasks and to plan for the long term.	1, 2, 3
	First class organisational skills and attention to detail.	1, 2, 3
	Awareness to deal with sensitive data appropriately.	1, 2, 3
	Excellent oral and written communication skills, including good presentation skills. Ability to work co-operatively and flexibly as a member of a team.	1, 2, 3
	Commitment to providing a high level of service to both University staff and external stakeholders.	1, 2, 3
	In-depth knowledge of Microsoft Office packages.	1, 2, 3
Training	Able to demonstrate commitment to developing career through personal and professional development. A willingness to undertake further training as necessary, and to adopt new procedures as and when required.	1,2,3
Qualifications	A strong educational background including a good Honours Degree or equivalent.	1

## Desirable Criteria

Area	Criteria	Stage
Experience	Previous experience of dealing with clients or the general public.	1, 2, 3
	Awareness of developments in Higher Education and HE policy.	1, 2, 3
	Detailed understanding of the relevant University HR policies.	1, 2, 3
Skills and abilities	Experience of interpreting and presenting data and information for use in meetings and reports.	1, 2,3
	Understanding and knowledge of relevant legislation or governance bodies e.g. Data Protection Act, GDPR, Competition and Markets Authority, Office for Students, Freedom of Information, etc.	1, 2, 3
Qualifications	Recognised management or administrative qualification.	1

## Conditions of Service

The position is a full-time, open-ended position. Salary will be on Management and Specialist Grade 7, £43,414– £51,805 per annum, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

## Applications

The closing date for receipt of applications is **Monday 6th March 2023**. Interviews will be held on **Friday 17th March** between 9:00 and 14:00 so please ensure you are available for interview if invited.