ROLE PROFILE

Job Title: Academic Processes Senior Manager (Exams & Timetabling)
School/Department: Student Services (Development)
Job Family and Level: APM5
Contract Status: Fixed Term until 8 May 2020
Hours of Work: Full-time (36.25 hours per week, Monday – Friday)
Location: University Park
Reporting to: Head of Academic Processes

The Purpose of the New Role:

Our Global Strategy 2020 puts students firmly at the heart of the University and makes them partners in their own education. In this role you will make our aspiration real and meaningful by creating a Student Services organisation and leading the transformation of student facing services.

The Senior Managers working within the Academic Processes team provide specialist advice and direction as well as ensuring the delivery of a number of services. Role holders will liaise, influence and negotiate with colleagues to develop effective policy and processes, and be required to resolve problems where the optimal solution may not be immediately apparent.

<table>
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<tr>
<th>Main Responsibilities</th>
<th>% time per year</th>
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<tbody>
<tr>
<td><strong>1. Process Development, Continuous Improvement and Service Delivery</strong></td>
<td><strong>45%</strong></td>
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<td>Provide specialist knowledge, skills and advice in relation to the following areas (specialising in at least one), within and to an agreed budget, to ensure the delivery of high quality services to a diverse community of students and staff:</td>
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<tr>
<td>UG and PGT Student Records</td>
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<tr>
<td>Registration, Induction, and Graduation</td>
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<tr>
<td>Partnerships, Placements and Mobility</td>
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<td>Curriculum</td>
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<td>Postgraduate Research</td>
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<td>Timetabling and Examinations</td>
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<td>Immigration</td>
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<td>Accessibility</td>
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<td>Finances</td>
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### Funding
Enquiries, Applications, Admissions

Provide and disseminate specialist advice on issues relating to the service interpreting or assessing customer needs and exercising judgement to make decisions when solutions are not obvious.

Respond to and resolve complex escalated issues from Service Centres, Faculties, Schools and Departments.

Identify additional requirements or shortfalls and co-ordinate and/or design the delivery of innovative solutions to maximize service quality, efficiency and continuity.

Ensure professional and quality service standards are maintained and applied within own area of activity, contributing to assessments by external Quality Assurance bodies.

Keep up to date with developments in own field, broader University developments and the higher education sector in general.

Report on matters relating to services using relevant management techniques to support informed decision making.

Manage the demand and expectation of customers by setting and monitoring priorities and service levels for the service.

Evaluate existing service provision, keeping abreast of feedback and broader developments in the external market place, to ensure appropriate developments and innovative solutions are proposed that consistently enhance and maximize service quality, efficiency and continuity.

Work flexibly across the services to ensure peak periods are accommodated and the services are able to adapt with changing demand.

### 2. Policy and Planning

Advise on, develop and revise policy for approval and contribute to their successful implementation in order to deliver services appropriately and ensure external requirements are met.

Interpret policy, legislation, regulations and national codes of practice, advising on the implications of non-compliance, responding to and applying any necessary changes in area of work.

Plan and organize specialist activity in liaison with the Head of Academic Processes and Heads of Student Services, ensuring plans complement and feed into the broader departmental and University plans.

Project manage activities to facilitate major service and operational changes.

Manage operational non-pay budgets for the service, preparing annual budget statements and forecasts and sharing with others decision making that impact on the level of allocation or efficiency of the resources of the department.

### 3. Liaison

Advise, influence and gain the support of others within Student Services and the University...
in order to ensure the delivery of services and implementation of policy/process change where there is no line management responsibility.

Interact and consult with colleagues across Student Services and the University to ensure a distribution of information regarding services and to consult on process, policy or service change.

Represent and promote the work of the academic/specialist processes team and provide specialist input at both internal and external meetings/events, influencing differing opinions and handling questions/objections as required, to ensure that service issues are appropriately represented.

Network with colleagues in other higher education institutions and other sectors to share best practice.

Consult with service users and other institutions/bodies to establish service requirements, standards and priorities for change.

4. Management and Leadership

Ensure all relevant annual targets and goals are delivered

Continuous commitment to the professional development of staff within the team, motivating and mentoring them to better meet the current and future requirements of service demand when there is no line management responsibility.

Knowledge, Skills, Qualifications & Experience

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<th>Qualifications/Education</th>
<th>Essential</th>
<th>Desirable</th>
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| First degree, or equivalent qualification and proven track record of relevant work experience for example in managing a large diverse team in an educational setting.  
Or  
A proven track record of extensive relevant work experience demonstrating a deep and specialised knowledge of student administration systems  
Substantial experience in the Higher Education sector. |
| Widespread awareness and Understanding of the activities and objectives of the University, both current and future. |

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<th>Skills/Training</th>
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| Proven change management skills.  
Operational planning, management and business process skills.  
Strong interpersonal skills including motivational negotiating, influencing and relationship building.  
Proven analytical and problem solving capability.  
Proven ability to promote excellence in area of expertise through process of review and continuous improvement. |
|  
|
| Ability to develop strategic goals into functional plans, making use of cross-departmental working to generate and implement plans. |
| Ability to understand, anticipate and act upon the forces that will shape the sector and specialist area to envisage and shape new ways of working. |

**Experience**

- Proven planning and organisation skills.
- Experience and knowledge of at least one of the following areas: UG and PGT Student Records; Registration, Induction, and Graduation; Partnerships, Placements and Mobility; Curriculum; Postgraduate Research; Timetabling and Examinations; Immigration; Accessibility; Finances; Funding; Enquiries, Applications, and Admissions.
- Experience of working with and influencing senior management.
- Experience of managing and controlling budgets/resources/funding and an understanding of financial management procedures.
- Experience of dealing with highly confidential, sensitive information.

**Competencies**

- Ability to work in a team environment, supporting colleagues and sharing expertise.
- Ability to adapt to changing circumstances by accepting new ideas and approaches, supporting others through this process.
- Proven ability to communicate effectively with staff at all levels and to work collaboratively with academic and administrative colleagues at all levels.
- Ability to identify new opportunities and creative solutions.
- Ability to manage, lead and develop others.
**Additional Information**

This is a key role in an area of the University providing a high standard of student experience, putting students firmly at the heart of the University and makes them partners in their own education. The primary focus for this role will be the Timetabling area based within Academic Processes.