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 working to improve the student experience.

**Purpose of role**

The Manager, Student Services role will be based in either a service centre or within a school and will ensure the delivery of a number of services associated with the student journey.

Staff located in a service centre will support the development and delivery of student journey services delivered to students through the Service Centre.

Staff located in a faculty or school where there is a close and consistent working relationship between administrative and academic staff is required to deliver the school’s academic provision, or provide discipline-specific academic/pastoral support to students.

As the role holder you will have a detailed awareness of the University’s services, structure, polices processes and systems. Working within established policy and practices, analysis and judgement will be used to identify the best solution to differing problems and issues, offering recommendations for managing more complex situations. Role holders will manage the delivery of student management processes and improve the service provided to both staff and students in line with the University agenda. There will be a need for liaison and the coordination of work activities across teams and departments across the University.

The role holder will be primarily based in one location (a single service centre, faculty or school) but it is expected they will support other student services teams in service centres, faculties and schools as necessary and appropriate.

<table>
<thead>
<tr>
<th>Main responsibilities</th>
<th>% time per year</th>
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<tr>
<td><strong>Service Delivery and Continuous Improvement</strong></td>
<td>40%</td>
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<tr>
<td><strong>Staff located in a service centre will:</strong></td>
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<tr>
<td>▪ Lead a team or teams located within a service centre providing specialist knowledge, skills and advice in relation to the following areas:</td>
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<tr>
<td>o Registration and induction, including module enrolment</td>
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<tr>
<td>o Student fees, payments and funding opportunities and schemes</td>
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- Attendance monitoring and reporting
- Student mobility
- Postgraduate research student administration (from induction through to examination)
- Assessment and examination delivery, support and feedback, including appeals and complaints
- Progression and award
- Graduation
- Curriculum design and review
- Student support (tutoring support, alternative assessments etc)
- Timetabling
- Visa support
- Partnerships and placements, including placements scheduled as part of the curriculum

And / or:
- Lead the ‘front of house’ team within a service centre providing professional, friendly and efficient front-line service to students, staff, parents and visitors who make enquiries to the service centres.
- Provide a diagnostic service to assess information provided by the enquirer and advise sensitively on a wide range of services.
- Ensure welfare enquiries are responded to appropriately and referred to the relevant specialist services/colleague e.g. Personal Tutor, Welfare/Student Support Officer, Student Funding team, University Counselling Service, Mental Health Advisory Service and Chaplaincy Service.
- Advise students, staff and other visitors to the Service Centres on administrative and operational procedures by interrogating and interpreting the University’s student records system to provide accurate student, course and finance related information as required.

Staff located in a faculty / school will:
- Lead a team or teams located within a faculty / school to deliver a range of student administration activities and service functions to support academic delivery in faculties and schools.
- Act as a focal point for school contacts, ensuring issues are dealt with in a timely manner and services to faculties / schools are continuously improved.
- Co-ordinate activities which require effective working between APM and academic staff to support the delivery of high quality and discipline specific services to students and staff. This will require close working with academic colleagues to develop, operationalise, implement and monitor administrative support processes and procedures.
- Assist faculties / schools by sourcing information, preparing documentation and monitor progress against performance indicators.
- Provide advice and support to academic staff and contribute to relevant faculty / school committees.

All Services Managers will:
- Ensure a professional, friendly and efficient service is provided to students, staff, parents and visitors.
- Promote a ‘can do’ culture, instilling flexibility, responsiveness and a right first time approach within and across APM teams.
- Make decisions to provide immediate support/problem resolution and ensure referrals to other teams are actioned appropriately and
- Collect, assess and distribute work appropriately and effectively.
- Respond independently to resolve unforeseen and standard issues.
- Provide advice to students and staff to ensure that processes/procedures are expertly delivered. Liaise with relevant staff across the University, providing advice as necessary.
- Respond to escalated front-line enquires, such as complaints and complex student cases.
- Respond to and resolve issues from the Student Management Service, Faculties, Schools and Departments.
- Respond to issues from academic staff, ensuring issues are dealt with in timely manner and services to faculties / schools are continuously improved.
- Liaise and negotiate with staff with whom the role holder has no line management responsibility to ensure policies and procedures are implemented and adhered to.
- Ensure professional and quality service standards are maintained and applied within own area of activity, contributing to assessments by external Quality Assurance bodies.
- Monitor compliance with agreed standards, report outcomes and make recommendations for improvements to contribute to the continuous operational improvement of Student Management Services.
- Keep up to date with University developments and the higher education sector in general.
- Work flexibly across the services to ensure peak periods are accommodated and the services are able to adapt with changing demand.

### People Management

- Provide leadership for teams of APM staff physically located within a service centre or within a faculty / school and ensure these staff work to a consistently high standard.
- Manage Student Services Team members based in a service centre or within a faculty / school. Some of these staff may have other roles and reporting lines within Student Management Services.
- Recruit, monitor and support the development of team members to ensure that individual contributions are maximised.
- Ensure the work of team is carried out and performed to the required standard, taking necessary follow-up measures as required.
- Manage common staff welfare issues (e.g. disciplinary or other performance issues) that are covered by documented procedures, recognising when the matter should be referred to someone else or advice on how to respond obtained.
- Advise and gain the support of others (e.g. staff, contractors, external agents) in order to ensure the delivery of services/project objectives, where there is no line management responsibility.

### Planning and Organising

- Support senior role holders with interpreting 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.
- Lead Student Services Team projects or contribute to larger University wide projects as part of a project team, to improve service provision.
- Develop and determine appropriate team or individual workflow and activity scheduling in order to meet targets and/or turnaround times.
- Monitor the resourcing required for effective delivery of services, raising any emerging deficiencies with the Student Services Team Manager, making recommendations for improvements.
- Monitor a delegated budget under the direction of more senior role holders.
- Contribute to the Student Services Team and make recommendations about future resource requirements.

<table>
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<tr>
<th>Liaison</th>
<th>4</th>
<th>10%</th>
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<tbody>
<tr>
<td>Advise, influence and gain the support of others within Student Management Services and the University in order to ensure the delivery of services and implementation of work practices, processes and procedures.</td>
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<tr>
<td>Interact and consult with colleagues across Student Management Services and the University to ensure a distribution of information regarding services and to consult on process, policy or service change.</td>
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<tr>
<td>Represent and promote the work of the Student Services Team and provide specialist input at both internal and external meetings/events to ensure that service issues are appropriately represented.</td>
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## Person specification

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<tr>
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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Skills</strong></td>
<td>▪ Operational planning, management and business process skills.</td>
<td>▪ Proven change management skills.</td>
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<td></td>
<td>▪ Proven people management skills.</td>
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<td></td>
<td>▪ Proven communications skills (both verbal and written) and the ability</td>
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<td></td>
<td>▪ Proven analytical and problem solving capability.</td>
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<td></td>
<td>▪ Proven ability to promote excellence in area of expertise through</td>
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<td></td>
<td>▪ Good knowledge of Microsoft Office particularly Word, Excel and Access.</td>
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<tr>
<td>**Knowledge and</td>
<td>▪ Experience of planning and progressing work within general guidelines,</td>
<td>▪ Awareness of developments in higher education that impact on the work</td>
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<tr>
<td>experience**</td>
<td>using initiative and judgement without recourse to others.</td>
<td>of the Student Services Team.</td>
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<td></td>
<td>▪ Experience of managing staff.</td>
<td>▪ Experience of dealing with highly confidential, sensitive information.</td>
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<td></td>
<td>▪ Experience of providing a customer service to students and staff</td>
<td>▪ Experience of working with and influencing senior management.</td>
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<td></td>
<td>▪ Experience of working independently and dealing with unforeseen</td>
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<tr>
<td></td>
<td>problems and circumstances, using initiative to analyse complex information and to problem solve.</td>
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<td></td>
<td>▪ Evidence of motivating, negotiating and influencing both individuals and teams</td>
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<td></td>
<td>▪ Ability to define priorities and work flexibly and effectively under pressure to meet demanding and often conflicting deadlines</td>
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<td></td>
<td>▪ Working knowledge of the work and activities of others areas of the University relevant to the work of the Student Services Team.</td>
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<tr>
<td>**Qualifications,</td>
<td>Either:</td>
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<tr>
<td>certification and</td>
<td>▪ A degree, plus some hands-on experience in similar or related roles</td>
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<tr>
<td>training (relevant to</td>
<td>Or:</td>
<td></td>
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<tr>
<td>role)**</td>
<td>▪ Proven track record of extensive relevant work experience,</td>
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demonstrating practical and theoretical knowledge of a specific / specialised field of work.

| **Statutory, legal or special requirements** | ▪ Understanding of the relevant professional, legal and regulatory requirements and codes of practice set for the conduct and output of the role. |

The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.
Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University’s strategy, vision and values. The following are essential to the role:

**Valuing people**
Is always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.

**Taking ownership**
Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.

**Forward thinking**
Driven to question the status quo and explore new ideas, supporting the team to “lead the way” in terms of know-how and learning.

**Professional pride**
Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.

**Always inclusive**
Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.

Key relationships with others

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Line manager  
Kirsty Richardson

Role holder  
Role holder  
Student Services Manager

Key stakeholder relationships  
Direct Reports  
Direct Reports  
Direct Reports
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