



Job title	Registry and Academic Affairs Faculty Liaison Manager	Job family and level	Administrative, Professional and Managerial Level 4
School/ Department	Registry and Academic Affairs	Location	UK campuses

### Purpose of role


Based in either a Faculty, Service Centre, Hub or within a School to manage customer relationships and lead a team responsible for the delivery of student and academic services, ensuring an agile, flexible customer focussed approach.

Ensure a professional, friendly, and efficient service is provided to students, staff, parents, and visitors at all times.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<b>Service delivery and continuous improvement</b> <ul style="list-style-type: none"><li>Support Faculties and Schools in the delivery of student and academic services, ensuring exceptional levels of service and quality, and adherence to University policies and procedures.</li><li>Act as a main point of contact for escalation and to ensure requests are dealt with in a timely manner.</li><li>Where necessary take action to address and drive improvements to service, implementing changes to maximise service quality and efficiency as and when required.</li><li>Support the roll out of a new attendance monitoring process to assist both students and academic staff meetings</li><li>Work with academic departments to plan and deliver student events.</li><li>Engage with students and seek feedback to enhance the student experience</li><li>Work with elected course representatives to ensure student feedback informs strategies and priorities for the service.</li><li>Manage the collation of student evaluation surveys for teaching and modules (SET and SEM).</li><li>Provide resources for the University emergency call centre as required.</li><li>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 work practices, processes and procedures.</li><li>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.</li><li>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.</li></ul>	60%

	<ul style="list-style-type: none"> <li>Keep up to date with University developments and the higher education sector in general to inform service delivery and improvements.</li> </ul>	
2	<p><b>Team management</b></p> <ul style="list-style-type: none"> <li>Lead and manage a team of located within a Faculty / School to deliver a range of student administration activities in accordance with key performance indicators and quality standards.</li> <li>Promote a 'can do' culture, instilling flexibility, responsiveness and a right first-time approach within and across APM teams.</li> <li>Collect, assess and distribute work appropriately.</li> <li>Provide advice and support to staff to ensure processes and procedures are expertly delivered.</li> <li>Deliver effective resource planning and work allocation, with flexibility to respond and adapt to service demands in accordance with key events and peaks in student activities, for example welcome week, registration, induction, module selection, assessment periods and other academic cycles.</li> <li>Recruit, train and develop team members to ensure that individual contributions are maximised.</li> <li>Support staff wellbeing and welfare issues, seeking advice in accordance with relevant policies and procedures as required.</li> <li>Ensure professional and quality service standards are maintained and applied within own area of responsibility.</li> </ul>	10%
3	<p><b>Planning and organising</b></p> <ul style="list-style-type: none"> <li>Provide effective planning and delivery of the annual cycle of student and academic activities (for example registration, module enrolment, timetabling, assessment, progression and award etc).</li> <li>Mobilise the team to respond to operational peaks in demand.</li> <li>Develop and monitor team and individual workflow and activity scheduling to meet targets within agreed turnaround times.</li> <li>Escalate resource issues to the Student Services Team Manager in a timely manner.</li> <li>Contribute to and make recommendations for future resource recommendations to meet service needs.</li> </ul>	20%
5	<p><b>Finance and budgetary responsibilities</b></p> <ul style="list-style-type: none"> <li>Monitor a delegated budget under the direction of more senior role holders.</li> </ul>	10%

## Person specification

	Essential	Desirable
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ An effective people manager with the ability to motivate and inspire individuals to perform at their best.</li> <li>▪ Operational planning skills, able to prioritise and to schedule workloads in the face of conflicting demands.</li> <li>▪ Professional and well-developed interpersonal skills and an ability to communicate at all levels.</li> <li>▪ Self-motivated to work on own initiative.</li> <li>▪ Able to build effective working relationships and liaise with peer group, management and key stakeholders.</li> <li>▪ Ability to work independently and deal with unforeseen problems and circumstances, using initiative to analyse complex information and to solve problems.</li> <li>▪ Proven ability to promote excellence in area of expertise through process of review and continuous improvement.</li> </ul>	
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of planning and progressing work within general guidelines, using initiative and judgement without recourse to others.</li> <li>▪ People and performance management experience, including developing, implementing and achieving targets and KPIs.</li> <li>▪ Experience of providing customer services to students and staff.</li> <li>▪ Evidence of motivating, negotiating and influencing both individuals and teams.</li> <li>▪ Knowledge of and experienced in the delivery of services for student and academic activities.</li> <li>▪ Experience of dealing with highly confidential, sensitive information.</li> <li>▪ Experience of working with and influencing senior management.</li> <li>▪ Good knowledge of Microsoft Office particularly Word, Excel and Access</li> </ul>	<ul style="list-style-type: none"> <li>▪ Project management experience.</li> <li>▪ Awareness of developments in higher education that impact on the work of the Student Services Team.</li> </ul>
<b>Qualifications, certification and training (relevant to role)</b>	<ul style="list-style-type: none"> <li>▪ A degree qualification and / or proven track record of extensive relevant work experience</li> </ul>	
	<p>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.</p>	

## 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:

<b>Valuing people</b>	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.
<b>Taking ownership</b>	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.
<b>Forward thinking</b>	Driven to question the status quo and explore new ideas, supporting the team to "lead the way" in terms of know-how and learning.
<b>Professional pride</b>	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.
<b>Always inclusive</b>	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

