



<b>Job title</b>	Senior Manager (Head of Quality & Student Management Systems)	<b>Job family and level</b>	Administrative, Professional and Managerial Level 5
<b>School/ Department</b>	Registry and Academic Affairs	<b>Location</b>	UK campuses, Hybrid

Registry and Academic Affairs is responsible for supporting students throughout their time at the University of Nottingham. By enhancing their experience through the delivery of student and academic services, we enable the University to be an inspiring place that improves lives.

## Purpose of role

You will:

- Be a member of the Senior Management Team working across areas of the student journey (Information on our teams is available [here](#)) in a focused and collaborative manner.
- Provide leadership and management to ensure the successful delivery of customer-focused services to students, academic staff, and other key stakeholders that enable, enhance, and improve the student experience in a professional, effective, appropriate, and flexible way.
- Work to an Associate Director to contribute to team management, strategic, budgetary, resource and operation planning, policy development and implementation that is commensurate with a large, multi-faceted team.
- Provide specialist advice and guidance, as well as ensure the delivery of high-quality services and business operations.
- Liaise, influence, and negotiate with colleagues and external stakeholders to develop effective policies and processes, and be required to resolve problems.
- Contribute to the continual review, monitoring and development of university-wide academic processes to improve services provided to both staff and students in line with the university strategy.

## Role specific requirements

You will be based within the Quality and Student Management Systems Team (QSMS) which supports the provision of specialist advice and direction as well as ensuring the delivery of a number of processes and services.

The Quality and Student Management Systems Senior Manager will use their practical expertise and theoretical knowledge of specialised fields to support the delivery of high quality services to students and staff.

The team has responsibility for: Undergraduate and Taught Postgraduate External Examiners processes; Apprentice degree end point assessments; Professional Statutory and Regulatory Body (PSRB) accreditation; quality assurance and standards including outside University regulations cases, providing guidance on and development of University policies, regulations and procedures;

liaison and co-ordination with the University's Malaysia and China campuses; working with others on development of Campus Solutions and co-ordinating e.g. start of session schedules.

Your primary focus will be leading and managing colleagues responsible for external examiners, end point assessments, accreditation, and quality assurance and standards.

You will apply your expertise to problem solving, seeing the big picture while still paying attention to the detail. You will need to have had experience of providing specialist advice including interpretation of regulations and application of policy therefore excellent communication and interpersonal skills are a must. Working with another Senior Manager you will manage your own and the Team's workload and will have the ability to react positively to changing priorities. Further developing your network of contacts you will ensure delivery of the priorities of the Team, Department and wider University interacting with a range of colleagues in academic schools and other professional services. Experience of managing and delivering projects involving multiple stakeholders who may be internal or external to the organisation is essential.

	<b>Main responsibilities</b> (Primary accountabilities and responsibilities expected to fulfil the role)	<b>% time per year</b>
1	<p><b>Leading the delivery of our services</b></p> <ul style="list-style-type: none"> <li>• Lead the delivery of university-wide student administration activities and functions within the broad range of Registry &amp; Academic Affairs services and contribute to achieving strategic aims and objectives.</li> <li>• Provide expert advice to relevant committees and university groups to ensure that processes/procedures are expertly planned, delivered and improved to support the student experience.</li> <li>• Collaborate with colleagues from across the university, Students' Union and where necessary, external agencies to:               <ul style="list-style-type: none"> <li>○ Lead service delivery and planning including ensuring agreed approaches are successfully implemented</li> <li>○ Ensure a high level of customer service is met, maintained and built upon across area/s of responsibilities</li> <li>○ Maximise efficiency, appropriate automation, use of data to monitor process effectiveness, and compliance with university policy and relevant legislation as outlined in the role specific requirements</li> <li>○ Design and coordinate the delivery of innovative solutions to maximise service quality, efficiency and continuity</li> <li>○ Lead others to act in compliance with relevant University and departmental policies, including procurement, financial management, data handling, health and safety</li> <li>○ Ensure issues are dealt with in a timely manner and services are improved. Lead on responding to and resolving complex escalated issues</li> <li>○ Provide and disseminate specialist advice on issues relating to the service (for example, through presentations and training)</li> <li>○ Interpret or assess customer needs and exercise judgment to make decisions when solutions are not obvious</li> <li>○ Influence and negotiate to ensure policies, procedures, tasks and activities are implemented/adhered to.</li> </ul> </li> </ul>	45%

2	<p><b>Service planning, review and improvement</b></p> <ul style="list-style-type: none"> <li>• Plan team activities to meet the operational and strategic needs in addition to anticipating and planning for future needs.</li> <li>• Contribute to the development and implementation of the University's Strategy in relation to Registry &amp; Academic Affairs.</li> <li>• Regularly review processes to ensure they offer the best experience for the changing needs of students and colleagues.</li> <li>• Monitor changes in external/internal policy and provide appropriate responses.</li> <li>• Project manage activities to facilitate major people and operational changes.</li> <li>• Ensure professional and quality service standards are maintained and applied.</li> <li>• Achieve organisational success through continuous improvement including the use of data to inform change.</li> <li>• Ensure data is of an appropriate level of quality, accessed and maintained securely and used effectively in the delivery of services.</li> <li>• Advise on, develop, and revise policy for approval and contribute to their successful implementation to deliver services appropriately and ensure external requirements are met.</li> <li>• Keep up to date with developments in your field, broader university developments and the higher education sector.</li> <li>• Where appropriate, manage operational non-pay budgets. Preparing annual budget statements and forecasts.</li> </ul>	25%
3	<p><b>Staff management and development</b></p> <ul style="list-style-type: none"> <li>• Lead a diverse team to ensure the successful delivery of administrative services. Promoting a flexible, inclusive working culture that is required for a large and growing University.</li> <li>• Ensure staff expertise is utilised effectively in meeting objectives to support education and academic objectives.</li> <li>• Monitor performance and take appropriate action to ensure that service standards are delivered.</li> <li>• Where appropriate, coordinate inductions and appraisal and development conversations for team members and support ongoing development through regular reviews.</li> <li>• Work with colleagues from across Registry and Academic Affairs to manage and organise support to the other teams, at peak times of the year.</li> <li>• Promote a 'can do' culture, instilling flexibility, responsiveness, creativity and a 'right first time' approach within and across teams.</li> </ul>	15%
4	<p><b>Customer service</b></p> <ul style="list-style-type: none"> <li>• Design and implement customer feedback mechanisms.</li> <li>• Analyse data and feedback gathered to identify key actions and recommend improvements.</li> <li>• Contribute to the development of service standards/service level agreements. Ensuring the targets in the agreements are met and issues are dealt with in a timely manner.</li> </ul>	15%
5	<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Any other duties commensurate with the level and scope of the role</li> </ul>	

## Person specification

	Essential	Desirable
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication and interpersonal skills including drafting complex documentation.</li> <li>• Demonstrable resilience and tenacity to drive forward change and improvements.</li> <li>• Solution focused with a high level of analytical and problem-solving ability.</li> <li>• Adapts well under pressure e.g., during challenging and rapidly changing circumstances and to tight deadlines.</li> <li>• Ability to network, influence and negotiate with internal and external stakeholders to help achieve strategic objectives.</li> <li>• Ability to work with a high degree of autonomy including effective planning, prioritisation, risk, and resource management.</li> <li>• Ability to manipulate and scrutinise datasets; using initiative to analyse complex information and to problem solve.</li> <li>• Excellent IT skills including the use of tools and technologies appropriate to the role and as outlined in the role specific requirements.</li> </ul>	
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>• Leading, developing and managing people effectively, creating inclusivity environments in which colleagues are motivated and supported to achieve objectives.</li> <li>• Planning, prioritising and organising the resources of self and others.</li> <li>• Leading the delivery of excellent customer service through to diverse stakeholders, including supporting customers remotely and face to face.</li> <li>• Managing projects from initiation to completion.</li> <li>• Delivering presentations.</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of key issues, trends, opportunities, and challenges in the higher education sector.</li> </ul>

	<ul style="list-style-type: none"> <li>• Subject matter knowledge and experience as outlined in the role specific requirements.</li> </ul>	
<b>Qualifications, certification and training (relevant to role)</b>	<ul style="list-style-type: none"> <li>• First degree, or equivalent qualification and/or proven track record of relevant work experience as outlined in the role specific requirements.</li> </ul>	
<b>Statutory, legal or special requirements</b>	<ul style="list-style-type: none"> <li>• Knowledge of regulatory, statutory and/or compliance requirements as outlined in the role specific requirements.</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Proactively support the <a href="#">mission and goals</a> of Registry and Academic Affairs</li> </ul>	



**Athena SWAN**  
Silver Award



## 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>     | Understands that it is essential to provide a structure that people can thrive in. Knows how to communicate with people to create a healthy working environment and get the best out of people.                     |
| <b>Taking ownership</b>   | Communicates vision clearly, providing direction and focus. Knows how to create a productive environment where people are inspired and can work cross-departmentally in partnership.                                |
| <b>Forward thinking</b>   | Has the ambition to be a pioneer in own area, anticipating the future change, needs and challenges. Knows how to innovate within their work context and champions others to be inspired to be part of this ambition |
| <b>Professional pride</b> | Keeps up to date on latest thinking, trends and work practices. Supports team to be thought leaders; willing to challenge if obstacles get in the way.                                                              |
| <b>Always inclusive</b>   | Establishes far reaching partnerships, well beyond own area across a broad range of networks. Understand role to pay due regard to the needs of the whole community.                                                |

## Key relationships with others

