Student Administrative Manager
Social Policy and Social Work

Closing date: 2 May 2018
Interview date: To be confirmed
Vacancy reference: 6593
INTRODUCTION

The opportunity has arisen to undertake a key role of Student Administration Manager in the Department of Social Policy & Social Work. This is a varied management and administration role working as part of a high performing world class Department, delivering first class teaching and research. You will directly line manage a team of seven professional support staff who are responsible for the delivery of administrative support to the teaching function within the department. This covers the areas of admissions, assessment, student records and student placement support. You will develop, implement and continuously review systems and processes ensuring they meet the needs of the Department and institution.
Main purpose of the role
To manage, develop and implement a wide range of academic and administrative and financial policies and processes to facilitate the smooth running of a department or service

Key responsibilities
(Role holders will be required to undertake some or all of the duties below)

- Manage and review departmental/service related academic procedures and processes, ensuring they are fit for purpose and maximise efficiency, making recommendations for improvements as identified and implementing agreed change
- Provide detailed advice and guidance on specialist defined processes and procedures to internal and external customers, using judgement to suggest the most appropriate course of action where appropriate
- Manage the Department’s/Service’s financial accounts and budgets, and prepare associated reports and presentations
- Undertake research and perform detailed analysis, manipulation and interpretation of specialised data to create reports and highlight and prioritise issues
- Write formal reports for departmental managers, which may include reports on finances, staff performance, and service development
- Oversee the production of a wide range of departmental documentation and promotional media in both electronic and hard copy formats
- Create and implement systems for recording and maintaining service-related data, both in electronic and hard copy, and the production of operational data and documentation
- Design and maintain the department’s/service’s website, providing information to prospective/present staff and students
- Check the consistency of information and publicity materials
- Manage the process to produce all departmental/service operational documentation, such as handbooks, syllabus documents, course materials, publicity and marketing materials
- Lead a team of administrative staff: ie, allocate, work and ensure that objectives are completed to a consistent standard, in a timely fashion
- To carry out performance reviews of team members and ensure that any training and developmental needs that are identified are met

JOB DESCRIPTION
At a glance
Salary £31,604—£38,832 a year
Hours of work 37 hours a week, full time
Contract type Open Contract
Based at University Campus West

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## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>A general education to include three good passes at A level, or an equivalent educational qualification, or relevant experience</td>
<td>Essential</td>
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<tr>
<td>Management related qualification or equivalent experience</td>
<td>Desirable</td>
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### Knowledge

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<tr>
<td>A thorough knowledge and understanding of the principles of service provision and office management and administrative systems and functions within a large, complex organisation</td>
<td>Essential</td>
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<tr>
<td>Detailed knowledge of managing a budget, authorising expenses and reporting on expenditure against the budget</td>
<td>Desirable</td>
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<td>Thorough knowledge of all Microsoft Office applications</td>
<td>Essential</td>
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### Skills, abilities and competencies

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<th>Essential / Desirable</th>
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<tr>
<td>Ability to line manage a team of administrative staff and to apply available resources to optimum effect</td>
<td>Essential</td>
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<tr>
<td>Ability to review procedures and processes, ensuring they are fit for purpose and maximise efficiency, make recommendations for improvements as identified and implement agreed changes</td>
<td>Essential</td>
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<tr>
<td>Ability to manage a service-related budget and associated accounts and write financial reports and produce management statistical information/data as required</td>
<td>Desirable</td>
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<td>Ability to write clearly, concisely and persuasively, for reports and publications (including online publications)</td>
<td>Essential</td>
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<td>Strong IT skills: including word processing, email, web page maintenance, expertise in manipulating databases and spreadsheets, establishing and managing online information</td>
<td>Essential</td>
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<td>Excellent oral and written communication skills, with the ability to provide detailed advice and guidance on specialist defined processes and procedures to internal and external contacts</td>
<td>Essential</td>
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<td>A high degree of attention to detail</td>
<td>Essential</td>
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### Experience

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<tr>
<td>Experience of working in a senior administrative role in a large organisation</td>
<td>Essential</td>
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<tr>
<td>Experience in leading and motivating a team of others to achieve results</td>
<td>Essential</td>
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<tr>
<td>Experience of process and system review to obtain better efficiency</td>
<td>Essential</td>
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<tr>
<td>Experience in writing service-related reports for managers, which may include reports on finance, staff performance and service development</td>
<td>Essential</td>
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<td>Experiencing of communicating new processes to large groups via presentation/briefings</td>
<td>Desirable</td>
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### Personal attributes

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<tr>
<td>Demonstrable ability to lead and work as part of a team</td>
<td>Essential</td>
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<td>Organised and flexible, able to prioritise</td>
<td>Essential</td>
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<td>Demonstrable initiative</td>
<td>Essential</td>
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<td>Highly motivated, able to work independently or as part of a team</td>
<td>Essential</td>
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<td>Ability to deal with confidential matters and act with discretion</td>
<td>Essential</td>
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<td>Has a willingness to adopt new ways of working for the benefit of a wider group</td>
<td>Essential</td>
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The Department of Social Policy & Social Work was established in 1966 and has grown over this period to become one of the largest in the world of its type. We currently have 71 (64 FTE) academic staff academic staff and a further 26 (19 FTE) staff in managerial and professional support roles. The Department is broken into three constituent parts: the Research and Teaching Unit (RTU) that is responsible for the delivery of degree programmes in Social Policy, Social Work and Public Management; the Social Policy Research Unit (SPRU); and, the Centre for Housing Policy (CHP). The Department has been fully supported by the University in its aspirations to maintain and develop its research excellence and global reputation, playing an important role in the University as one of nine departments in the Faculty of Social Science. The social sciences at York have a world class standing, and, as noted by the previous Chief Executive of ESRC, bring together one of the greatest concentrations of social science researchers in the UK, one of a handful of social science groupings which has secured two Queen’s Anniversary Prize Awards, one of which was awarded to the Social Policy Research Unit (SPRU) in recognition of the pioneering and high impact work it has lead since its formation in 1973. There are excellent connections between Social Policy & Social Work and other Social Science departments such as, Education, Economics, Health Sciences, Law, Management, Politics and Sociology as well as with the sciences and Humanities. We are a collegiate and research-intensive Department that also takes teaching and administration very seriously. We celebrated our 50th anniversary in the last academic year and the University has invested considerably in new appointments at all levels over recent years as we look to build on our reputation and expertise in key areas for the next 50 years. This reflects the shared of ambition of the University and the Department to make the University of York one of the world’s leading centres for social policy teaching and research.

Research

The Department has a strong research profile. In the 2014 Research Excellence Framework (REF) we were placed 3rd overall for Social Work and Social Policy and equal first for research impact, with 54% of our research activity rated as world leading. We were ranked 24th in the world for Social Policy in the 2017 QS World University Rankings. Research income generated by the Department is in excess of £2 million per annum. Alongside the two major Research Centres (SPRU and CHP), staff working in all parts of the Department are actively engaged in research and scholarship and we have more recently established a number of thematic research centres which operate across the Department including the Centre for Research in Comparative and Global Social Policy.
(CRCG), the Centre for Childhood, Youth and Family Research, the Child Welfare Research Group, and the International Centre for Mental Health Social Research. As this indicates, our work addresses a wide range of themes, including: children and young people; comparative, global and international social policy; families and children; housing; health and social care; social work; social security; welfare, employment and citizenship. In addition, the Department also works closely with the University of York’s Institute for Effective Education (IEE), Centre for Women’s Studies (CWS), Centre for Urban Studies (CURB) and York Environmental Sustainability Institute (YESI).

Degree Programmes

Although we are a research intensive Department we take our teaching very seriously. We are currently responsible for over 800 students, of whom around half are postgraduates. We currently offer six undergraduate degrees within the Department:

- BA (Hons) Applied Social Science
- BA (Hons) Social Policy, Children & Young People
- BA (Hons) Social Policy, Crime & Criminal Justice
- BA (Hons) Social Policy
- BA (Hons) Social Work
- MSocW (Hons) Social Work

In addition, we contribute to two jointly taught programmes:

- BA (Hons) Criminology (with the Department of Sociology)
- BA (Hons) Social and Political Sciences (with the departments of Politics and Sociology)

We currently offer fourteen taught post-graduate degrees:

- MA Comparative and International Social Policy
- MA in Comparative and International Social Work
- MPA Comparative Applied Social and Public Policy, Evaluation and Research
- MA Global Crime and Justice
- MA Global Social Policy
- MA Public Policy and Management
- MPA Master of Public Administration
- MPA Master of Public Administration - International Development
THE DEPARTMENT

- MA Social Policy
- MA Social and Public Policy
- MA Social Work
- MA Social Work Practice (Think Ahead)
- MRes Social Policy
- MRes Social Work

In addition, we contribute to the following jointly taught programmes:

- MA in Social Research (delivered through the Research Centre for Social Sciences)

Research degrees:

- MPhil and PhD in Social Policy & Social Work

The delivery of our programmes is underpinned by a number of key partnerships, including the Yorkshire Urban and Rural Teaching Partnership and the White Rose Social Sciences Doctoral Training Partnership.
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2018 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world's leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and are ranked 16th in the Times & Sunday Times league table (2017). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6593
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 2 May 2018

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and/or by answering questions.

Help and assistance

Direct any informal queries to Jane Barrand, Department Manager via email at jane.barrand@york.ac.uk or via telephone on +44 (0)1904 321232

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835