Student Services Manager
The York Management School

Closing date: 22 July 2018

Interview date: W/C 6 August (This date is indicative and will be confirmed for shortlisted candidates in the invitation to interview)

Vacancy reference: 6696
INTRODUCTION

The role holder will be a key member of the School professional services leadership team, reporting directly to the School Manager. Contributing towards a broad remit including informing the future shape of student services in the School, the person appointed will contribute proactively and expertly to the delivery of a highly efficient and effective student professional services provision, enabling the successful delivery of the School’s strategic objectives. Embedding a culture of continuous improvement across the School will be a key deliverable, ensuring the identification of improvement and innovation to drive process efficiencies.

The ability to engage in collaborative engagement with a wide range of internal and external stakeholders will be key to success as well as evidenced skills and experience in the management and delivery of a number of concurrent large scale projects involving adherence to complex regulatory frameworks.

The role requires self-motivation, flexibility and a commitment to excellence in service provision aimed at improving the student experience.

Yvonne Ablett

School Manager
Main purpose of the role

Support the School Manager in leading the student services Professional and Support function in the School, ensuring that all student services from pre-enrolment to graduation are rigorous, effective and support excellence in the student experience.

Interacting with the P&SS teams on a daily basis to understand operational requirements and then to assist in the design and implementation of changes or solutions to problematic issues.

Set the overall goals and direction of the student-facing teams in collaboration with Senior P&SS colleagues, take team management decisions and optimise resources to ensure that work area objectives are consistently met.

Acting as the key process lead by working closely with the School QA team (accreditation) to review the underlying business processes supporting students through their journey from pre-entry to graduation, developing and embedding effective end-to-end processes.

Accountable for ensuring coherence and compliance across the School in relation to quality enhancement and ongoing policy developments in light of evolving teaching, assessment and student support models, anticipating the future needs of service users.

Key responsibilities

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

- Work in close collaboration with senior School staff, specifically the School Manager, Director of Teaching and Learning, Chair of Board of Studies, Director of Doctoral Programme and Accreditation Leads. Provide expert advice and guidance for staff, particularly via support for academic committees, on the policies, procedures and regulations that govern teaching activities. Work closely with the Chair of BoS for internal and external academic quality audit processes including Annual Programme Review, Periodic Review and HEFCE audits.
- Directly line manage professional and support staff as directed by the School Manager, including ensuring that induction, probation, performance and training/development needs are managed and implemented in line with University HR policies. Lead or assist in the recruitment of new staff as directed by the School Manager.
- Work on own initiative and use own judgement to problem solve day-to-day issues, engaging in appropriate consultation with senior colleagues where necessary.
- Act as a source of knowledge and expertise regarding local and national trends impacting on the student experience; develop proposals for the future enhancement of services in line with University and School strategies.
- Ensure that the services offered by the student-facing professional and support teams are able to flex in response to local and national developments.
- Adopt a continuous improvement mindset, to ensure that School regulatory policies and supporting processes are regularly reviewed and revised and that changes are clearly communicated in a timely manner to all stakeholders. Identify causes of failure and waste within the system, pulling in appropriate expertise and resource as needed to take action.
- Ensuring that electronic and printed media are updated in accordance and communicating changes effectively throughout the School.
- Contribute to policy developments in relation to the student experience through active participation in specialist interest working groups, consultations, working parties and pilot projects.
- Contribute proactively to the continuous improvement of the School’s teaching and learning support through effective leadership to review and evaluate the
functions of the P&SS teams, working with colleagues within the School as well as the wider University. Consult externally with a number of regulatory, advisory bodies or special interest groups, taking sector comparisons and benchmarks.

- Play a significant role in the development, enhancement and embedding of quality assurance systems and processes which align with the University’s quality and governance standards and meet the requirements of external business school accreditations.

- Draft accurate and informed written reports, summaries, analyses and other communications required in meeting the requirements of external regulatory and accrediting bodies. Ensure deadlines are met and that senior staff are consulted and updated at all times on communication activities.

- Ensure that all School staff and students have access to timely, accurate information by the implementation of a clear and transparent communications strategy, which will include chairing and attending meetings and formally presenting to staff and students.

- Adopt an inclusive and collaborative approach when planning changes to working practices or service provision, including consideration of the views of service users. Work closely with the School Manager to ensure resourcing factors are considered when devising plans.

- Establish and maintain excellent working relationships with staff in the School, and professional networks with the wider University and with external partners and bodies, including acting as a representative of the School at University meetings, eg admin forum.

- Take a flexible approach to dealing with changing priorities and changing tasks.

- Take responsibility for data protection issues associated with student services, particularly in relation to the use, storage and disposal of personal data.

- Deputising for the School Manager as required and providing cover for senior PSS staff as required.
# PERSON SPECIFICATION

## Qualifications

Degree or equivalent qualification or substantial senior level experience in a leadership capacity. **Essential**

## Knowledge

A thorough knowledge and understanding of the principles involved in service provision and in office management, administrative systems and functions within a large, complex organisation **Essential**

Thorough knowledge of all Microsoft Office applications **Essential**

Thorough knowledge and understanding of a range of aspects of teaching and learning administration in an educational setting, including the student journey from pre-admissions to graduation **Essential**

Knowledge of process improvement and change management principles **Essential**

Understanding of the factors affecting students and the importance of an excellent student experience **Essential**

Knowledge and understanding of the HE sector and potential changes **Essential**

Knowledge and understanding of regulations for protecting personal data (GDPR) **Essential**

Knowledge and understanding of QA&E standards in Higher Education. **Desirable**

Knowledge and understanding of the requirements of professional bodies, ie AACSB. **Desirable**

## Skills, abilities and competencies

Ability to lead and direct a large team of administrative staff and to apply available resources to optimum effect **Essential**

Ability to review strategic and operational procedures and processes, ensuring they are fit for purpose and maximise efficiency, make recommendations for improvements as identified and implement agreed change **Essential**

Ability to write clearly, accurately, and persuasively a range of documentation, guidelines, reports and text for publication, including for online-publication **Essential**

Strong IT skills: including word processing, email, webpage maintenance, expertise in manipulating databases and spreadsheets, and establishing/managing online information **Essential**

Effective oral and written communication skills at all levels and with a variety of media, including oral presentation skills to groups of staff and students **Essential**

A high degree of attention to detail **Essential**

Strong organisational skills, with the ability to oversee multiple projects simultaneously **Essential**

Excellent customer service skills, with the ability to ensure the delivery of outstanding levels of service **Essential**

Excellent interpersonal skills, particularly influencing, negotiation and diplomacy, with the ability to act as meeting chair as requested **Essential**
## PERSON SPECIFICATION

### Experience

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<tr>
<th>Experience</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Experience of working in a senior administrative role in a large, complex organisation</td>
<td>Essential</td>
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<td>Experience in effectively leading and motivating others to achieve desired results, maintaining momentum in the face of challenges and setbacks</td>
<td>Essential</td>
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<td>Experience of delivering or directing high quality customer services</td>
<td>Essential</td>
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<td>Experience in writing effective 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>Experience of successful collaborative working on large, complex projects</td>
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<td>Proven track record of successfully designing and implementing continuous improvements to services, processes and procedures</td>
<td>Essential</td>
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<td>Experience of successfully implementing change initiatives</td>
<td>Essential</td>
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<td>Experience of supporting Business School Accreditations, eg AACSB</td>
<td>Desirable</td>
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### Personal attributes

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<tr>
<td>Demonstrable ability to lead others</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, problem-solving and creative solution-focused capabilities</td>
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<td>Highly motivated; able to work independently as well as being an effective team member</td>
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<td>Able to deal with confidential matters and act with discretion</td>
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<td>A commitment to excellent service delivery and to continuous improvement of services and processes, both within the immediate team and wider School</td>
<td>Essential</td>
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<td>A commitment to continuous professional development.</td>
<td>Essential</td>
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<td>Recognises the need for change and is forward looking. Promotes the benefits of change to others and regularly comes up with new ideas. Has the willingness to adopt new ways of working and to make improvements.</td>
<td>Essential</td>
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THE DEPARTMENT

We offer research led, quality teaching, based on influential scholarship, international profile and strong links with business in a world class university environment, to develop intellectual, entrepreneurial and highly employable graduates. Our specialist expertise links closely to key themes affecting the modern workplace, globalisation, the ongoing revolution in information technology, risk and financial stability, ethics and business behaviour and the transformation of public services.

Our Mission at The York Management School is to become the natural home within the UK for world-leading scholars who work alongside experts in other academic disciplines as well as their own.

The University has invested in a new building at the heart of our campus for us to move into in 2019. We achieved a very strong performance in the NSS in 2017, and improved in all major league tables in each of the last two years, which has helped contribute towards continued healthy growth in our student population. We plan to grow further in coming years.

At TYMS, we place heavy emphasis on providing a high quality student experience, and we expect that all our colleagues are committed to this agenda. Should you join our Professional and Support Services team, you can expect to be working in collaboration with colleagues across the School to help us develop and deliver our objectives.
THE UNIVERSITY

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 6696
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 22 July 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 Yvonne Ablett, School Manager via email to Yvonne.ablett@york.ac.uk (Yvonne is happy to take email queries, arrange telephone calls or face to face meetings after 8 June due to annual leave).

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

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