Student Experience Manager
The York Management School

Closing date: 22 July 2018

Interview date: The exact date will be confirmed for short listed candidate in the interview invite.

Vacancy reference: 6695
INTRODUCTION

The post-holder will be responsible for ensuring that all students receive an outstanding experience at The York Management School, by embedding excellent customer service and seamless processes across the whole function.

Students will be at the forefront in planning and delivery of services so pro-active engagement with the student body will be critical to the success of the role.

Being the go-to expert on day-to-day academic administration matters from pre-entry to graduation, the role-holder will build positive working relationships with a range of colleagues internal to the School and externally with the wider University.

The role will be managed by the Student Services Manager and will provide support to Directors of Teaching, Chairs of Board of Studies and Board of Examiners as well as Programme Leaders and Admissions Tutors. The role holder will act as a conduit between central services teams and the School in relation to teaching and learning matters.

Yvonne Ablett  
School Manager
Main Purpose of the role

- Administrative oversight of all activities within the student-facing and School support teams, from pre-entry to graduation, including for example admissions, registration, examinations, curriculum development, teaching and learning processes and procedures and ensuring effective timetabling of all TYMS programmes including collaborative or interdisciplinary programmes. Ensuring learning and teaching processes are consistently applied and reflect School and University requirements, liaising closely with academic colleagues to ensure partnership working.

- Responsible for ensuring continuous improvement across all teaching and learning activities, identifying areas for service improvement in teaching delivery and developing innovative strategies to ensure continual development, liaising with managers and academic staff and linking in with School-wide process improvement initiatives as required.

- Supporting and actively contributing to quality assurance and enhancement projects and accreditation objectives through collaborative and inclusive working practices.

- Ensure effective and inclusive communication of student experience activities and teaching and learning matters to staff and students.

- Provide specialist advice to colleagues on all matters relating to teaching and learning procedures and processes within the School. Introduce systems to ensure that University teaching and learning processes are followed.

Key responsibilities

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

- Support the Student Services Manager in developing and managing the student journey, from pre-entry to the preparation and delivery of induction processes, through to graduation, including having direct management oversight of the Student Office and Assessment Office, with line management of the senior administrative staff in those areas. Contribute to quality assurance and enhancement activities including those impacting on the student experience.

- Managing the School’s examinations and assessments services according to University and School policies, managing assessment data for all taught programmes; overseeing the School’s relationships with external examiners for taught courses. Providing support for Academic Misconduct investigations, Exceptional Circumstances and Special Cases.

- Working in close collaboration with Chair Board of Studies, Chair Board of Examiners, Programme Directors (PGR/PGT/UG) and Admissions Tutors.

- Overseeing the administrative support for BoS, Special Circumstances, UGTC and PGTC and other School Academic Committees. Ensuring that actions from these Committees are followed up in a timely manner. Attendance at Board of Studies meetings and Teaching Committee meetings to providing advice and guidance to staff on student processes and procedures. Ensuring the provision of all necessary information to support Boards of Examiners, eg examination and assessment results, module statistics and feedback reports etc. There will be some requirement to take notes and produce formal minutes of meetings eg academic appeals, misconduct hearings and other School meetings.

- Maintaining the correct management and storage of student data, including records of progress, ensuring that School processes remain compliant with current legal requirements and University policies. Ensure staff awareness and compliance with GDPR.

- Liaison with Registry Services, Academic Support Office, University Teaching Committee, Standing Committee on Assessment to inform School practice
JOB DESCRIPTION

and to aid decision-making.

- Working in close collaboration with the School Open Door Practitioner to support students who may be distressed and in need of support for a range of complex issues, liaising and referring to senior colleagues and external agencies as appropriate.

- Management oversight of School Support Services (travel, room bookings, post and deliveries, admin support for meetings and events, greeting and guiding visitors, ordering of goods and services). Ensuring sufficient resources to ensure that services are flexible and responsive to the needs of School staff.

- In close liaison with the School Manager and Student Services Manager, ensure that staff developmental appraisals and induction/probation procedures are carried out. Identify training needs are assessed and implemented as appropriate in order to support optimum service provision to students and staff. Highlight any areas of concern to the Student Services Manager or School Manager. Ensure annual leave and flexi time is agreed and recorded to maintain adequate cover of School services.

- Along with other senior PSS staff, attend regular administrative planning meetings led by the School Manager or Student Services Manager, to update colleagues on current and future activities. Representing the School at University forums, meetings and working groups at the request of the School Manager or Student Services Manager, including deputising as required.

- Supporting internal and external academic quality reviews, including Annual Programme Reviews and accreditation reviews.

- Working in close collaboration with the Project Manager (QA) and senior PSS staff, to ensure that systems and processes are sufficiently robust to support business school accreditation requirements, for example, liaising with senior academic staff to ensure that all programme and module information is up to date and that the correct procedures have been followed regarding amendments to existing data and the introduction of new offerings.

- Contributing to the development of improvements to School policies and procedures for teaching and assessment in collaboration with academic and PSS colleagues, including IT staff. Ensuring that procedural guidance and critical pathways related to administrative systems are implemented and updated regularly to ensure best practice standards are developed and maintained.

- Liaising with the Admissions Tutors and other TYMS colleagues to ensure that open days and other student recruitment events are planned and supported appropriately. Assisting with arrangements for ad hoc visits to the School by prospective students, ensuring that everything is in place to provide visitors with a positive experience. Collaborating with academic colleagues in the planning of student induction sessions and graduation events.

- Support the School’s strategies and initiatives to attract high quality applicants under the direction of the School Admissions Tutors and School Manager, including the oversight of social media and other communications aimed at enhancing student recruitment and conversion activities.

- Provide support for the recruitment of Student Representatives and Ambassadors and support them in their roles.

- Actively engage with the student societies and networks in support of the organisation of events and social activities to promote a strong community environment within the School.

- Work closely with Student Representatives and Student Ambassadors to ensure our processes and delivery meet the needs of our students with regard to recruiting new students and supporting current students during their time studying within the School. Seek to form effective and supportive partnerships with students, acting as a point of contact for day to day comments and feedback on services provided by the School.

- Coordinate student feedback on our students’ experiences with a view to improving service delivery to students and other stakeholders, playing a leading role in interpreting and responding to the NSS, PTES and PRES student surveys.

- Alongside academic colleagues, actively participate in Staff/Student Liaison meetings to ensure the needs of students are understood and supported where possible.
• Deputising for the Student Services Manager and providing cover for other senior PSS staff as required, including undertaking specific projects as directed.

The above list of duties is not exhaustive and is subject to change. The post-holder may be required to undertake other duties within the scope and grading of the post and be willing to undertake occasional travel in the UK and overseas.
## PERSON SPECIFICATION

### Qualifications

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

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<tr>
<td>Essential</td>
<td>A thorough knowledge and understanding of the principles of service provision, office management and administrative systems and functions within a large, complex organisation</td>
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<tr>
<td>Essential</td>
<td>A thorough knowledge and understanding of the higher education environment and knowledge of relevant, policies, legislation and quality standards.</td>
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<td>Essential</td>
<td>Awareness of developments in higher education that impact on the work of the student and support services teams</td>
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<td>Essential</td>
<td>Thorough knowledge of all Microsoft Office applications</td>
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<td>Essential</td>
<td>Understanding of digital communications channels including websites and social media</td>
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<td>Essential</td>
<td>Understanding of a range of student problems and issues and the range of support mechanisms available to students</td>
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<td>Desirable</td>
<td>Familiarity with University Registry and admissions systems eg SITS or equivalent</td>
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<td>Desirable</td>
<td>Knowledge of HE processes and procedures supporting student recruitment, registration, progress, assessment and awards</td>
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<td>Desirable</td>
<td>Knowledge of process design and improvement tools and techniques</td>
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### Skills, abilities and competencies

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<thead>
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<tr>
<td>Essential</td>
<td>Able to lead, manage and motivate teams, aligning the day-to-day work of teams and individuals to achieve strategic aims.</td>
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<td>Essential</td>
<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>
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<td>Essential</td>
<td>Ability to write clearly, concisely and persuasively, for reports and publications (including online publications)</td>
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<td>Essential</td>
<td>Strong IT skills: including word processing, email, web page maintenance, expertise in manipulating databases and spreadsheets, establishing and managing online information</td>
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<td>Essential</td>
<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>
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<td>Essential</td>
<td>A high degree of attention to detail</td>
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<td>Essential</td>
<td>Able to recognise 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>
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### Experience

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<tr>
<td>Experience of leading and motivating others to achieve results, including change initiatives</td>
<td>Essential</td>
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<td>Experience of leading successful high quality service provision</td>
<td>Essential</td>
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<td>Experience of the work practices, processes and procedures relevant to the role</td>
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<td>Experience of working in a senior administrative role within an education environment</td>
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<td>Experience of system and process review, implementing new practice and ensuring effective engagement and communication with colleagues</td>
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<td>Experience of building good working relationships with a range of stakeholders to achieve strategic objectives</td>
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<td>Experience of supporting committees, including minutes and agendas and following up on action points</td>
<td>Desirable</td>
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### Personal attributes

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<tr>
<td>Excellent interpersonal skills which ensure the post holder has the ability to lead change whilst remaining approachable and working collaboratively in a highly professional manner</td>
<td>Essential</td>
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<td>Organised and flexible, able to prioritise own workload and that of others</td>
<td>Essential</td>
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<td>Demonstrable use initiative in responding independently to queries and issues</td>
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<td>Highly self-motivated, proactive and committed to excellence</td>
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<td>Able to use interpersonal skills to achieve rapport with students and devising effective student engagement strategies</td>
<td>Essential</td>
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<tr>
<td>Ability to deal with confidential student and staff matters and act with discretion</td>
<td>Essential</td>
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<td>Evidence of commitment to personal development</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.
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 6695
- 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 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