Student Services Manager
Department of Politics

Closing date: 2 September 2019
Interview date: To be confirmed
Vacancy reference: 7765
INTRODUCTION

The Student Services Manager is a key member of the Department's professional support team, reporting directly to the Department Manager. You will provide support to Chair of Board of Studies, Chair of Teaching Committee and Board of Examiners as well as Programme Leaders and Admissions Tutors. This senior administrative role manages a team of student facing staff being the go-to-expert on day-to-day academic administration matters from pre-entry to graduation. You will also acts as Disability Officer for the department.

You will be responsible for ensuring that all students attached to the Department of Politics receive an outstanding experience, this will include students on joint degree programmes and interdisciplinary schools. The ability to work collaboratively with a wide range of internal and external stakeholders will be crucial to success as well as evidenced skills and experience in the management and delivery of a number of concurrent projects.
Main purpose of the role

- Administrative oversight of all activities within the student-facing and Department support teams, from pre-entry to graduation, including for example, admissions, examinations, teaching and learning processes and procedures and ensuring effective timetabling of all Politics programmes including collaborative and interdisciplinary. Ensuring learning and teaching processes are consistently applied and reflect Departmental 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.

- 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 Department. 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 Department Manager in developing and managing the student journey, from pre-entry to the preparation and delivery of induction processes, through to graduation. Line manage and lead a team of student facing administrative staff.

- Manage the Department's examination and assessments services according to University and Departmental policies, managing assessment data for all taught programmes. Providing support for Academic Misconduct investigations, Exceptional Circumstances and Special Cases.

- Working in close collaboration with University Open Door Practitioners to assist students who may need additional support for a range of complex issues, liaising and referring to senior colleagues and external agencies as appropriate.

- Carry out performance reviews of team members and ensure that any training and developments needs that are identified are met.

- Manage and review departmental academic procedures and processes, ensuring they are fit for purpose, and maximise efficiency, making recommendations for improvements as identified and implementing agreed change.

- Act as the primary point of contact for advice to departmental academic staff on all issues relating to student recruitment.

- 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.

- Provide advice and guidance for a variety of potential student groups (eg overseas students, EU students, mature students), with awareness of cultural issues and welfare/support networks within and beyond the University.

- Undertake research, and perform detailed analysis, manipulation and interpretation of specialised data to create reports and highlight/prioritise issues.

- Write formal reports for departmental manager, which may include reports on finances, staff performance and service development.

- Oversee the production and marketing of a wide range of departmental documentation and promotional media, both in electronic and hard copy formats.

- Create and implement systems for recording and
JOB DESCRIPTION

- Design and maintain service-related webpages providing information to prospective/present staff and students
- Check consistency of information and publicity materials
- Play a key role in planning and organising student recruitment events, and recruiting and supervising a team of student ambassadors for departmental UCAS/Open Days
- Manage the process to produce service-related operational documentation, such as handbooks, syllabus documents, course materials, publicity and marketing materials
- Deputising for Department Manager and providing cover for other senior support 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 work occasional weekends.
### PERSON SPECIFICATION

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<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<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>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tr>
<td>A thorough knowledge and understanding of the principles involved in service provision and office management within a large, complex organisation</td>
<td>Essential</td>
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<td>A thorough knowledge and understanding of the higher education environment and knowledge of relevant policies, legislation and quality standards</td>
<td>Essential</td>
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<td>Understanding of digital communications channels including websites and social media</td>
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<td>Understanding of a range of student problems and issues and the support mechanisms available to students</td>
<td>Essential</td>
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<td>Thorough knowledge of the full range of Microsoft Office applications</td>
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<td>Knowledge of HE processes and procedures supporting student recruitment, progression, assessment and awards</td>
<td>Desirable</td>
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<th>Skills, abilities and competencies</th>
<th>Essential / Desirable</th>
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<td>Ability to lead, manage and motivate a team of administrative staff and apply available resources to optimum effect</td>
<td>Essential</td>
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<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 change</td>
<td>Essential</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>Able to recognise the need to change and is forward thinking. Promotes the benefits of change to others and regularly explores new ideas. Has the willingness to adopt new ways of working and to make improvements</td>
<td>Essential</td>
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<td>Strong IT skills, including word processing, email, webpage maintenance, expertise in manipulating databases and spreadsheets, establishing and managing online information</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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<th>Experience</th>
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<td>Experience of leading and motivating others to achieve results, including change initiatives</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 leading successful high quality service provision</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>
<td>Essential</td>
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<td>Considerable experience in writing service-related reports for senior managers which may include reports on staff performance and service development</td>
<td>Essential</td>
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<td><strong>Personal attributes</strong></td>
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<td>Organised and flexible, able to prioritise own workload and that of others</td>
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<td>Demonstrable ability to supervise and work as part of a team</td>
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<td>Demonstrable initiative</td>
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<td>Able to deal with confidential matters and act with discretion</td>
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<td>Highly motivated, able to work independently or as part of a team</td>
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The Department of Politics is one of the leading centres for research and teaching in Politics and International Studies in the United Kingdom. It was recently ranked eighth in the country for its research performance in the 2014 Research Excellence Framework. The Department also achieves a high level of external recognition for its teaching, and is currently in the top ten of both the Guardian and Times/Sunday Times league tables.

The department currently has over 50 members of academic staff involved in teaching and research along with 18 members of support staff. There are over 350 postgraduate students, both research and those studying one of ten taught Masters programmes. There are also over 1200 undergraduate students on three large Single Subject degree programmes and four combined degree programmes, run with two other departments and two Schools. Further information about the department can be found at http://www.york.ac.uk/politics/
THE DEPARTMENT
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2019 it is the home of more than 18,000 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 one of just six post-war universities to have appeared in the world top 100. We were rated 22nd in the 2019 Times & Sunday Times league table. 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 multiple 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 7765
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 2 September 2019

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 lisa.webster@york.ac.uk

If you have any questions about your application, contact the HR Services team:
recruitment@york.ac.uk
+44 (0)1904 324835