Student Services Manager

**Department:** Archaeology  
**Hours of work:** Full time, 37 hours per week  
**Contract type:** Open  
**Salary:** £32,817 - £40,322 per year
Introduction

The Department of Archaeology is seeking to appoint an enthusiastic and proactive Student Services Manager to join the Department’s Professional Services Support Team, who collectively provide a high-quality administrative support service, and student and staff experience, to support departmental education and research activities and ambitions led by the Department Manager.

The post is offered as an open contract. Normally based at the King’s Manor Campus (with occasional travel to the Heslington Campus’ required), the post currently requires working from home due to the closure of the University campuses following directives from the Government in response to COVID-19. As directives from the Government changes, flexibility will be required in respect of post location.

Main purpose of the role

The Student Services Manager has overall responsibility for ensuring the effective and efficient delivery of a high-quality administrative support service, and excellent student and staff experience, in respect of teaching and learning activities across the academic cycle, including: marketing and admissions, induction, enrolment and progression, attendance monitoring, assessment and examinations, confirmation of marks and awards, complaints and appeals, student satisfaction and curriculum maintenance and development.

The Student Services Manager ensures consistent management and delivery of service through:

- leading the student services support team and embedding a culture of continuous review and improvement;
- applying available resources to optimal effect and assuring service resilience;
- developing and implementing customer-focused (end user) administrative systems and processes complemented by local policies and procedures;
- providing expert advice on internal and external regulatory frameworks;
- supporting quality assurance and enhancement processes.

Key responsibilities

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

Management and Leadership

- Lead, motivate and develop the student services support team by setting a clear vision of services delivery and standards for the team, leading on planning and resourcing to achieve objectives, and providing support and guidance in respect of best practice, guidance on decision making and identifying training and development needs of individuals and the team;
- Manage the student services support team, including direct line management, performance management, induction, probation and personal development reviews;
- Act as the main point of contact for the Timetabling Administrator and Welfare Officers, who are line managed by central professional services departments but embedded within the academic department;
- Design, maintain, implement and review local administrative systems, processes, policies and procedures to ensure effective and efficient administration in support of students and education delivery, contributing to an excellent student and staff experience;
- Implement institutional regulations and policy, and embed regulations and policy in local practices;
• Provide expert advice and guidance to staff and students in relation to institutional, faculty and local regulatory frameworks;
• Support the Department Manager with costing, pricing and budget control in relation to education and related activities;
• Meet regularly with the Head of Department, Director of Teaching and Learning, Chair of Board of Studies, members of the Teaching Team and Department Manager to monitor and review the effectiveness of administrative support related to students and education delivery, ensuring compliance with agreed timeframes, expectations, key performance indicators (KPIs) and service level agreements (SLAs);

Marketing and Admissions
• Work with the Department Admissions Team and Faculty Marketing Manager to ensure the prospectus and other documentation is accurate and up to date and complies with Competition and Markets Authority (CMA) requirements;
• Ensure study pages on external departmental webpages for prospective students are accurate and up to date;
• Monitor and report on student recruitment against targets, liaising with admissions tutors to plan and implement departmental initiatives to maximise student recruitment and conversion rates;
• Support relevant departmental recruitment events and open days as appropriate;

Curriculum Maintenance and Development
• Provide expert guidance and support to the Director of Teaching and Learning, Chair of Board of Studies and teaching staff, to develop new, and amend current, courses and modules, ensuring documentation is prepared accurately and prescribed validation procedures and timelines are adhered to;
• Responsible for the review and accuracy of curriculum data on SITS (student record system), E-vision, the module catalogue, website, within programme specifications etc.;
• Maintain registers of Professional, Statutory and Regulatory Bodies (PSRB) and collaborations and renewal dates;

Teaching and Learning Delivery
• Enable the student services support team to deliver teaching and learning activities, including enrolment, induction, timetabling, attendance monitoring, change of status, etc. throughout the student academic journey;
• Ensure all guidance documentation for students and staff, including student and staff handbooks, the intranet etc. is consistent, accurate and up to date;
• Lead on the review, design and delivery of department registration and induction/re-induction events for new and continuing students;
• Act as Committee Secretary, and member, of the Department Board of Studies Committee, supporting the Chair of Board of Studies to draft agendas, produce reports and accurate minutes, and ensure follow up action is executed;
• With the Director of Teaching and Learning, and Chair of Board of Studies, deliver an induction for new staff (academic, bought-in, graduate teaching assistants) involved in teaching and learning;
• Oversee the administration of scholarships, studentships and prizes;
• Support the Department Manager to respond to requests made under Data Protection and Freedom of Information Act, and to internal and external complaints relating to teaching and learning within the prescribed timeframes;
• Support the Director of Teaching and Learning and Chair of Board of Studies to respond to academic appeals within prescribed timeframes;
• Lead on the implementation of new teaching and learning initiatives, and changes to regulations;

Assessment and confirmation of marks & awards

• Support the Director of Teaching and Learning and Chair of the Boards of Examiners to ensure that key dates and deadlines for assessment processes are set and communicated in a timely manner;
• Lead on the administrative arrangements for appointing and renewing external examiners, collating and disseminating external examiner reports, and providing advice and guidance on payments and expenses;
• Enable the education support team to deliver assessment activities, including the moderation of examination papers and assessment questions, processing of assessments for marking, uploading of final marks, production of accurate board papers, delivery of Board of Examiners Meetings and production of minutes and progression and awards documentation;

Quality Assurance and Enhancement (QAE)

• Coordinate and manage quality assurance processes in accordance with agreed institutional and local QAE procedures, including responses to external examiner reports, production of annual monitoring reports and delivery of student surveys and feedback mechanisms, to maintain and improve the overall student experience;
• Coordinate the promotion of national surveys such as the National Student Survey (NSS), Postgraduate Taught Programmes Survey (PTES), Postgraduate Research Experience (PRES) and Destination of Leavers Survey (DELHE);
• Work with the Director of Teaching and Learning, Chair of Board of Studies and Department Teaching Team to find and implement creative ways of engaging students in participating in feedback, coordinate necessary follow-up action, and ensure that action taken is communicated back to the students;
• Lead on the preparation for internal and external audits, accreditation and inspection events related to programmes, such as periodic QAA review;

Strategic Planning and Development

• Generate and present statistical data relating to admissions, enrolments, programmes and modules, to support evidence-based strategic planning, policy and development;
• Contribute to the development and implementation of department strategies and policies in relation to education delivery;

Communication and Networking

• Develop and maintain strong working relationship with key academic staff in the department to support them in performing their administrative duties, and with professional support staff at all levels of the institution, including Admissions, Registry Services, Timetabling, HR and QAS;
• Engage with faculty and institutional professional services meetings, conferences, briefings etc. to share good practice and information, and create professional networks;
General

- Contribute to a culture of professionalism and customer service, referencing and making use of the AUA’s professional behaviours;
- Commit to own personal professional development;
- Actively follow the University of York’s policies including equality of opportunity, data protection, accessibility etc.;
- Maintain an awareness and observation of Fire and Health & Safety Regulations, and act as fire evacuation marshal;
- Deputise for the Department Manager and undertake any additional duties that may reasonably be required by the Department Manager.

This list of responsibilities and activities is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and activities of the role holder. It is a guide to the work that the role holder will be required to undertake. It is expected that the responsibilities and activities will be regularly reviewed by the role holder and the Department Manager, and amended accordingly in consultation with the role holder.
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>An undergraduate degree or equivalent educational qualification, or relevant experience</td>
<td>Desirable</td>
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Knowledge and experience

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<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>A thorough 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>Experience of working in a senior administrative role in a large organisation</td>
<td>Essential</td>
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<td>Experience in leading and motivating others to achieve results</td>
<td>Essential</td>
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<td>Experience of identifying the need for change, managing and implementing change and supporting stakeholders through the process</td>
<td>Essential</td>
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<td>Experience of addressing complaints and service setbacks in a professional and efficient manner</td>
<td>Essential</td>
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<tr>
<td>An understanding of the higher education environment and its regulatory framework, and an awareness of issues relating to the effective development, delivery and administrative support of taught and research programmes and students</td>
<td>Desirable</td>
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<td>Experience of committee servicing</td>
<td>Desirable</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 lead, manage a small team of administrators and apply available resources to optimum effect</td>
<td>Essential</td>
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<td>Excellent IT skills, including email, word processing, spreadsheets, databases and web content management systems, and an aptitude for exploiting the potential of IT when developing systems</td>
<td>Essential</td>
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<tr>
<td>Excellent oral and written communication skills, with the ability to provide detailed advice and guidance on specialist defined processes and procedures to diverse internal and external stakeholders, and lead and contribute to meetings with a range of stakeholders</td>
<td>Essential</td>
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<td>Ability to write clearly, concisely and persuasively, including communications, reports and publications (including online)</td>
<td>Essential</td>
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<tr>
<td>Excellent interpersonal skills and the ability to develop and maintain collaborative working relationships with stakeholders across the university and externally</td>
<td>Essential</td>
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Excellent organisation and time management skills, with the ability to prioritise effectively for self and others, and delegate tasks appropriately and work to tight deadlines  

| Ability to review procedures and processes, ensuring they are fit for purpose and maximise efficiency, make recommendations for improvements and implement agreed changes  

| Strong numeracy skills and ability to extract, manipulate, analyse and present complex data  

| A high degree of accuracy and attention to detail  

| **Personal attributes/skills**  

| Able to exercise professional judgement, initiative and discretion  

| Organised and flexible, able to prioritise  

| Highly motivated, able to work independently or as part of a team to deliver a range of competing priorities, demonstrating resilience and maintaining accuracy and attention to detail  

| Commitment to own personal professional development and that of others  

| Commitment to equality, diversity and inclusion both in the workplace and in service delivery  

| Essential  

| Essential  

| Essential  

| Essential  

| Essential  

| Essential  

| Essential  

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