Student Services Manager (Special Cases)

**Department:** Student Administration and Academic Affairs

**Hours of work:** Full time, 37 hours per week

**Contract type:** Open Contract

**Salary:** Grade 6, £33,309 - £40,927 per year
Introduction

Student Administration and Academic Affairs (SAAA) works to enable an excellent experience for students during their time at the University of York, providing information, advice, guidance and support to students from enrolment through to graduation. SAAA also provides advice and guidance to colleagues across the University who rely on its expertise and processes to support the student lifecycle. The work of the Service is also critical in ensuring that the University meets a number of statutory compliance duties.

This is an exciting time to join the Student Administration section of SAAA, which comprises c. 40 staff across eight core teams: Complaints, Exams & Graduation, PGR Administration, Progression & Awards, Special Cases, Student Financial Support, Student Records, and Visa Compliance.

We are a committed group of professional services staff who are moving towards an increasingly agile and collaborative model of working which utilises our collective skills and experience to optimum effect. We expect staff to work flexibly and to move within teams and specialisms as they develop a rewarding career in Higher Education. In this role you will work independently and as part of a team and will be willing and able to learn policies, systems and processes quickly.

Main purpose of the role

To work within Student Administration to develop and implement policy and procedure in key areas of work to support the administration of the student journey. The job will be focused principally on the work of the Special Cases team. The post-holder will manage a small team and coordinate the activities of stakeholders throughout the institution to deliver agreed outcomes and will provide advice and support to colleagues and service users.

Key responsibilities

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

Service and Operational Delivery

- Oversee a responsive and proactive support service to ensure service expectations are met.
- Supervise a small team of administrative staff: ie, allocate work and ensure that tasks are completed to objectives, quality and timeliness
- Collect and analyse stakeholder feedback to help define needs and requirements and the design and planning of services.
- Contribute to operational leadership teams and decision making to shape the nature and level of support services.
- Implement changes to the design and development of a service.
- Accountable for delivery of a service within a defined area or defined responsibilities.
- Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
- Depending on the role, may be required to act as operational line manager - setting, monitoring and overseeing the work of the team on a day to day basis
- Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.
Continuous Improvement

- Analyse service and operational delivery data and provide reports, making recommendations for improvement as appropriate.
- Ensure the review and improvement of systems and procedures in line with University frameworks.
- Review internal and external practice to identify opportunities for future improvements or efficiencies.
- Apply expertise to identify, understand and propose resolutions for issues or problems.
- Proactively identify opportunities for building personal knowledge and skills for self and others.
- Deliver knowledge sharing on specialist defined processes across the broader team.

Specialist Contribution

- Scrutinise information relating to student casework, advise case officers on these, and take decisions on escalated/complex cases, acting on delegated authority from the Special Cases Committee.
- Concisely yet comprehensively summarise complex cases and present those, with recommendations.
- Monitor case outcomes for quality and consistency and write and/or review and/or approve complex letters and other communications to students explaining the decisions of the Special Cases Committee, giving due regard to the sensitive content of those letters to the Special Cases Committee, having liaised with colleagues across the institution, as necessary.
- Represent Special Cases and/or Student Administration and Academic Affairs on University-wide committee and working groups, including undertaking formal Committee roles as required.
- Provide advice to stakeholders in relation to complex policies, procedures and regulations.
- Provide specific technical advice to ensure compliance with legislation, statutory duties, etc.
- Provide specialist expertise and support with complexity of data and information sources, providing interpretation and analysis.
- Carry out in-depth, complex investigations or searches; interrogate the information and data to identify trends and patterns.
- Deliver training, teaching and/or development delivery for stakeholders.

Collaboration and Communication

- Establish, maintain and develop productive and ongoing relationships with University stakeholders to create ideas for tactical service or operational delivery development.
- Build relationships and networks internally and externally to build and update knowledge and skills.
- Use a range of digital media and tools to communicate with a diverse range of key stakeholders.

Governance and Oversight

- Oversee activity to ensure all processes and transactions are delivered in line with regulatory and professional service and policy standards.
- Provide advice and training to stakeholders regarding compliance and regulations relating to the area of responsibility.
- Contribute to the creation or development of policy and procedures to take account of internal and external changes.
• Ensure activities and documents comply with internal University and external regulation, policy and procedures.

Planning and Organisation
• Plan, organise and prioritise own workload (and, where applicable, the workload of team members on a regular basis), taking into account operational needs and changing circumstances of the team over the short to mid term.
• Plan and manage longer term programmes of work, monitoring progress as required.
• Lead the delivery of projects to facilitate service operational change or play a role in University-wide projects.
# Person specification

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<th>Role Specific</th>
<th>Essential / Desirable</th>
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<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>Knowledge of relevant issues in HE and a proactive approach to keeping up to date with developments in area of expertise</td>
<td>Essential</td>
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<td>Able to review procedures and processes, ensuring they are fit for purpose and maximise efficiency; make recommendations for improvements and be part of / lead cross team projects to implement agreed changes</td>
<td>Essential</td>
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<td>A proactive approach and the ability to use initiative in problem solving with an appreciation of possible longer-term implications</td>
<td>Essential</td>
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<td>Organisation and time management skills to plan and organise activities and events of some complexity and to supervise event support staff</td>
<td>Essential</td>
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<td>Experience of undertaking complex casework and providing related advice, recommendations, and communications, including to committees and/or senior colleagues</td>
<td>Essential</td>
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<td>Experience in writing service-related reports for senior managers which may include reports on finances, staff performance and service development</td>
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<td>Experience in planning schedules of work against annual cycles, setting objectives and milestones, and implementing regular reviews to evaluate progress</td>
<td>Essential</td>
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## University of York Person Specification for Grade 6

### Qualifications:

Level 3 qualification. (Qualifications at this level include A levels. Please [view the full list](#). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.

### Skills - demonstrates the ability to:

- Lead projects
- Gather, analyse, interpret and report complex data/information
- Use digital technologies including Google applications and/or Microsoft Office
- Communicate effectively in verbal and written formats, including the use of a variety of digital tools
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<th>Behaviours:</th>
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<td>Works collaboratively with others</td>
<td>Essential</td>
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<td>Delivers a quality service</td>
<td>Essential</td>
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<td>Develops self and others</td>
<td>Essential</td>
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<td>Actively champions respect, inclusivity, equality and diversity</td>
<td>Essential</td>
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<td>Identifies and implements continuous improvement</td>
<td>Essential</td>
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