Student Well-Being & Teaching Manager

Department: Computer Science
Hours of work: Full-Time / 37 hours a week / 1 FTE (0.8 FTE would be considered)
Contract type: Open
Salary: £34,308 - £42,155
Main purpose of the role

The role-holder leads the Department’s taught (undergraduate and postgraduate) teaching programme administration with a focus on student well-being.

Reporting to the Student and Academic Support Services Manager, the role leads the Student & Teaching Services team across student and teaching cycles. Supporting a wide-range of activities, the role-holder leads a team of administrative staff and is responsible for developing and implementing policies and procedures, ensuring teaching operations run smoothly and our students thrive.

Key responsibilities

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

1. Role Specific Responsibilities

   Teaching focus:
   - To lead the administrative team in delivering a high level of service across the department’s teaching and assessment operations.
   - To oversee teaching-related committee servicing.
   - To work closely and collaboratively with the Department’s Director of Teaching, Chair of Board of Examiners and Programme Leaders to ensure teaching and assessment operations run smoothly.
   - To liaise with the student representatives and provide mechanisms and opportunities for the student voice to be heard by Departmental decision makers.
   - To lead on providing student and teaching data and reporting to inform Department decision making.
   - To proactively lead on quality assurance and contribute to departmental strategic planning by working with departmental committees in areas relating to teaching, assessment and records management.

   Well-Being focus:
   - To work closely with the department’s Chair of Board of Studies, Disability Advisor and our Welfare Officer (from the Open Door team) to ensure our students thrive throughout their studies with us.
   - To work with the academic supervisors and lead the administration team to assist students who need additional support to complete their studies.
   - Lead on student case management, together with supporting complaints and appeals.
   - To organise wellbeing events for students at key points in the academic year (working with Chair Board of Studies, Welfare Officer, Community Coordinators and Student Engagement team). For example during exam periods.
   - To participate in University Visit Days and Induction activities to communicate the supportive environment provided by the department.

The role holder is a key manager within the Student and Academic Support Services (SASS) team and will deputise for the SASS Manager when required. Please note occasional weekend working would be expected to support our Open Days and Graduation celebrations. Further it would be expected that any other duties are undertaken that reasonably fall within the scope of the role following consultation with the post holder.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.
2. University of York Responsibilities for Grade 6

Service and Operational Delivery

- Oversee a responsive and proactive support service to ensure service expectations are met.
- 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.
- 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

- 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

## Role Specific

<table>
<thead>
<tr>
<th>Experience of providing a high-level of customer service</th>
<th>Essential</th>
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<tbody>
<tr>
<td>Experience of managing administrative operations within the education sector</td>
<td>Essential</td>
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<tr>
<td>Experience of a student support related role within the education sector</td>
<td>Essential</td>
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<td>The ability to write and present succinct reports to senior management</td>
<td>Essential</td>
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<td>Proven problem-solving skills and negotiation skills with the ability to prioritise</td>
<td>Essential</td>
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<td>Able to maintain excellent interpersonal skills whilst working under pressure</td>
<td>Essential</td>
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<td>The ability to deal with confidential and sensitive information in an empathetic and effective way</td>
<td>Essential</td>
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<td>The ability to manage confidential records effectively and securely</td>
<td>Essential</td>
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<tr>
<td>Awareness of developments in Higher Education (HE) that impact on the work of the student services team</td>
<td>Desirable</td>
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<td>A relevant mental health-related qualification</td>
<td>Desirable</td>
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<td>Familiarity with HE systems eg SITS/e:Vision or equivalent</td>
<td>Desirable</td>
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## 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. | Essential |

## Skills - demonstrates the ability to:

| Lead projects | Essential |
| Gather, analyse, interpret and report complex data/information | Essential |
| Use digital technologies including Google applications and/or Microsoft Office | Essential |
| Communicate effectively in verbal and written formats, including the use of a variety of digital tools | Essential |

## Behaviours:

| Works collaboratively with others | Essential |
| Delivers a quality service | Essential |
| Develops self and others | Essential |
| Actively champions respect, inclusivity, equality and diversity | Essential |
| Identifies and implements continuous improvement | Essential |