Student Services Manager

Department: Chemistry
Hours of work: Full-Time / 37 hours a week
Contract type: Open
Salary: £42,155 - £51,805 a year / Grade 7
Main purpose of the role

The Student Services Manager will provide leadership to the student services team within the Department of Chemistry. The role holder will offer professional support and advice to the Deputy Head of Department (Teaching) and the Chair of the Graduate School to assist in setting objectives and creating plans and strategies for the Department to enhance student life cycle support. The role holder will also work with relevant Chairs of Committees and senior colleagues to ensure that student facing services are managed to the highest standards both strategically and operationally. The post holder leads the delivery of student services, which support the student journey and overall student experience. The role carries a high level of autonomy and the post-holder is expected to manage their own time and to shape the role according to the varying needs of the Department.

The role holder is required to lead the Student Services Team to provide high quality administrative services for students and staff. The team supports all Chemistry students (UG, PGT and PGR students) throughout their engagement with the Department and manages processes from enquiry to graduation, including all aspects of the student life cycle – admissions, student enrolment, issue of equipment, student record management, timetabling, assessment, progression, leave of absence, and other student-facing or student-related processes.

Department

The Department of Chemistry is one of the largest and most successful departments at York and we are renowned internationally for our research. As a department, we strive to provide a working environment that allows all staff and students to contribute fully, to flourish, and to excel. We are proud of our Athena SWAN Gold Award.

Key responsibilities

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

1. **Role Specific Responsibilities**

   - Advise the Department Management Team on local and national matters with regards to the student journey and student experience; to develop strategies for the future enhancement of services in line with best practice, policy formulation, and departmental initiatives.
   - Lead and oversee the Student Services Team administrative support for the recruitment, admission, enrolment, student records management of students and to provide advice to academic and administrative staff on the policies, procedures and regulations that govern these activities.
   - Provide expert detailed advice and guidance for staff, students and Departmental committees on the implementation of the University’s academic ordinances, policies, procedures and regulations and their application to students and staff.
   - Represent the Department in relationships with key stakeholders, internal departments and external bodies and maintain professional contacts, interest and knowledge in the student experience.
   - Manage the continuous improvement of the Department’s Student Services function through the review and evaluation of the functions administrative support, working with colleagues in Student Services, Student Recruitment and Admissions, Student Support Services and other central departments to review and enhance academic quality procedures.
● Manage quality assurance and enhancement activities including the enhancement of the student experience.
● Ensure the correct management of student data and files, including records of progress, ensuring that departmental processes comply with legal requirements and University policies; managing accurate data transfer between Department and University systems.
● Work closely with the Deputy Head of Department (Teaching) and Chair of the Graduate School to manage services and support to Undergraduate, Taught Postgraduate, and Research Postgraduate students, developing and implementing strategies and policies appropriate for each level of study.
● Member of Board of Studies: providing input and advice to staff on curriculum scheduling and timetables, University policy and procedures, student progress, admin processes etc.
● Coordinate feedback on our students’ experiences with a view to improving service delivery to students and other stakeholders, including playing a leading role in interpreting and responding to the NSS, PTES & PRES student surveys.
● Ensure that all students have access to consistently high quality and diverse information, advice and guidance, from pre-entry to post graduation.
● Be responsible for data protection issues within Student Services, in accordance with our processes and procedures.
● Line manage and lead a large number of administrative staff; i.e. set overall goals and direction of teams, take team management decisions and optimise resources to ensure that work area objectives are consistently met.

2. University of York Responsibilities for Grade 7

Service and Operational Delivery
● Contribute to operational leadership and decision making to shape the nature and level of professional and support services within own area of responsibility.
● Line manage and lead the work of a team or section; optimise use of resources and ensure team objectives are met; set the overall direction and goals of the team.
● Accountable for delivery of a service for a large or complex area or across multiple service areas.
● Make effective use of digital solutions to carry out operational activity and lead the development of efficiency improvements.
● Provide support and encouragement for members of the team through effective leadership; demonstrate compassion and give advice on commonly occurring wellbeing issues

Continuous Improvement
● Review service / operational delivery, identify additional service requirements or shortfalls and develop innovative solutions to progress.
● Promote the improvement and efficiency of services by implementing and managing the review and improvement of service procedures.
● Review internal and external practice to identify and deliver opportunities for future improvements or efficiencies.
● Apply expertise to identify, understand and propose resolutions for significant, long term or complex problems.
● Proactively identify opportunities for building new personal knowledge and skills for self and others. For roles at this level with line management responsibilities, ensure training and development needs of the team are met.
• Deliver knowledge sharing on specialist defined processes to the broader team and/or the University.

Specialist Contribution
• Act as a specialist point of contact for dealing with complex data and information sources, providing interpretation and analysis.
• Responsible for shaping the development and learning of others both within and outside of the team, through the design and delivery of training sessions.
• Provide expert professional subject expertise and problem-solving skills, sharing knowledge with the team as needed

Collaboration and Communication
• Produce communications for promotional and reporting purposes, designing and structuring information and facts, applying creative and innovative principles to influence and engage.
• Actively participate in internal and external communities of practice and knowledge sharing with a view to inform and improve future service or operational delivery plans and development.

Governance and Oversight
• Oversee activity to ensure all processes and transactions are delivered in line with regulatory and professional service and policy standards, ensuring appropriate controls and monitoring interventions are in place.
• Provide advice to stakeholders regarding compliance and regulations where there is a level of ambiguity or discretion to be applied.
• Horizon scan to understand emerging legislation and regulation and support consideration of the University’s response.
• Where applicable to the role, take responsibility for health and safety considerations of the work environment, through the completion and implementation of risk assessments.

Planning and Organisation
• Responsible for the planning and organisation of the workload of the team across a range of activities, on a regular basis.
• Contribute to longer term planning requirements at operational and occasionally strategic level; make recommendations about future resource requirements.
• Lead large scale projects to facilitate major service or operational change.

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.
### Person specification

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<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tr>
<td>A thorough knowledge and understanding of the principles involved in service provision and in office management, administrative systems and functions within a large, complex organisation.</td>
<td>Essential</td>
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<td>Ability to line manage a large team of administrative staff and to apply available resources to optimum effect</td>
<td>Essential</td>
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<td>Ability to review strategic and operational 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>Experience of working in a senior administrative role in a large, complex organisation</td>
<td>Essential</td>
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<td>Experience in writing service-related reports for managers, which may include reports on finance, staff performance, and service development</td>
<td>Essential</td>
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<td>Experience leading student services teams or processes within a Higher Education provider</td>
<td>Desirable</td>
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**University of York Person Specification for Grade 7**

**Qualifications:**

Level 6 qualification. (Qualifications at this level include a degree. Please [view the full list](#).)

We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.

**Skills - demonstrates the ability to:**

- Lead large-scale projects                          | Essential |
- Gather, analyse, interpret and report complex data/information | Essential |
- Use digital technologies including Google applications and/or Microsoft Office | Essential |
- Communicate to engage and influence others          | Essential |

**Behaviours:**

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