

THE UNIVERSITY OF MANCHESTER

PARTICULARS OF APPOINTMENT

PROFESSIONAL SERVICES

DIRECTORATE FOR THE STUDENT EXPERIENCE

DIVISION OF TEACHING, LEARNING & STUDENT DEVELOPMENT

HEAD OF STUDENT & ACADEMIC SERVICES

VACANCY REF: PSX-017397

Salary: Competitive
Hours: 1 FTE
Duration: Permanent
Location: Oxford Road, Manchester

Enquiries about the vacancy, shortlisting and interviews:

Name: Dr Simon Merrywest, Director for the Student Experience via

Email: DSE@manchester.ac.uk

Job Description

Job Title: Head of Student and Academic Services	
Reports To (Job Title): Director for the Student Experience	
Department: Division of Student and Academic Services, Directorate for the Student Experience	Date: July 2021
Job Purpose: <ul style="list-style-type: none">To provide leadership and support, promote, implement and contribute to the ongoing development of the University's strategy, policies and practices, in the areas of	

student access, success and development, teaching, learning and assessment, and student admissions and administration.

- To ensure appropriate working partnerships are in place with colleagues, students, and external stakeholders, which are conducive to the effective realisation of the University's strategic aspirations in relation to student success and development, teaching, learning, student administration and the student experience.
- To be responsible for oversight of regulatory obligations placed on the University in these areas.
- To provide leadership and support, promote, implement and contribute to the ongoing development of a programme of business improvement in the above areas.
- To be responsible for the active leadership, organisation and management of the Division to ensure that it provides an integrated range of high quality innovative and customer-focused services to students, staff and a diverse range of external partners and stakeholders, in support of the University's strategic ambitions as outlined in '[Our Future](#)' and related strategies.
- As a member of the Directorate for the Student Experience's Leadership Team and as a senior leader in the wider Professional Services, promote and advance the vision of the University to provide an outstanding teaching, learning and student experience.

Principal Accountabilities:

- To provide leadership across the University for the development and implementation of the University's strategy, policies and practices in relation to access, success and development (including employability and widening participation), teaching, learning and assessment, student admissions and administration (including student finance, immigration and timetabling); providing authoritative advice and guidance.
- Develop and propose change to these strategies, policies and practices on an ongoing basis, in response to relevant evaluation and monitoring.
- To work in partnership with relevant senior colleagues (notably the Director for the Student Experience; Vice-President for Teaching, Learning and Students; Associate Vice-Presidents for Teaching, Learning and Students, Flexible Learning Academic Director, Flexible Learning Academic Lead and the Vice President for Social Responsibility) in the development, implementation and monitoring of relevant University's strategies.
- To work in partnership and provide guidance to the University's senior academic and Professional Services managers, including Deans, Vice and Associate Deans and

Heads of School, Directors of Teaching and Learning, Heads of Teaching and Learning or equivalent, as well as Directors/Managers in the wider Professional Services,

- To work in partnership with the Director of International Development and Director of Communications and Marketing to ensure effective delivery of the Student Admissions and Communications Strategies to support the University's student recruitment aspirations.
- To work in partnership with the Flexible Learning Academic Director, Flexible Learning Academic Lead and Head of Education Development to support the development, implementation and ongoing evaluation of the outcomes of the University's Flexible Learning Programme.
- To deliver effective student-centred administrative processes and services to support the student lifecycle from admissions to graduation. This includes the provision of strategic direction to the development of a coherent student record and data analytics strategy to support and deliver high quality student services and provide insight to inform decision making across the student lifecycle.
- To work in collaboration with senior colleagues across the University to maximise opportunities to develop strategy, policies and practices in relation to access, success and development (including employability and widening participation), teaching, learning and assessment, student admissions and administration (including student finance, immigration and timetabling);
- To work in partnership with the relevant officers in the Students' Union to seek feedback and input into the further development of opportunities across relevant strategy, policies and practices.
- To ensure that the regulatory obligations placed on the University in teaching, learning, employability, student development are met, particularly those set by the Office for Students, UCAS, HESA, the QAA, the OIA and the Competition and Markets Authority.
- To lead and/or make a significant contribution to relevant projects and institutional committees and groups.
- To play a crucial part in establishing and maintaining the University's reputation and profile nationally (and internationally where appropriate) on issues relating to student access, success and development teaching, learning and assessment, and student admissions and administration; benchmarking and developing KPIs where appropriate so that the University can be seen as a leader exemplifying best practice, sharing it as appropriate and learning from the experience of others

- To organise and direct the work of the Division so that its objectives are met and it is operating efficiently and effectively.
- To promote and embed a culture of performance and excellent customer service throughout the Division of Student and Academic Services which recognises both over and underperformance.
- To contribute, as required, to wider University and Directorate aims, working with the Director for the Student Experience and other senior University colleagues on matters of strategic importance.

Operational

- To ensure the delivery of student admissions activities at both undergraduate and postgraduate level and to build effective relationships with key internal and external stakeholders in pursuit of the University's student admissions objectives.
- To lead, manage and motivate a team of staff who, working with School hubs, provide student administrative services that are seamless, consistent, efficient, effective, responsive and customer-focused and meet the diverse needs of the student community.
- To oversee the University's procedures for student appeals and complaints, which includes relationship with the Office for the Independent Adjudicator on all such matters.
- To be the University's senior contact for a number of external bodies, in particular the OIA, Advance HE and the Quality Assurance Agency (QAA).
- To work with the Vice-President for Teaching, Learning and Students as the institutional operational lead for the Teaching Excellence Framework. This includes acting as a primary point of contact for all matters relating to TEF and coordinating relevant submissions.
- To ensure that strategies are in place to develop positive relationships with graduate recruiters and other external stakeholders at regional, national and international level, and to align this activity to the University's business engagement, internationalisation and alumni-related strategies.
- To ensure that strategies are in place to maximise participation in relevant surveys and returns (e.g NSS, PTES and the Graduate Outcomes survey) and that the appropriate arrangements for their analysis are in place to help shape strategy and policy.

- To ensure that the timetabling of teaching activities across the University is optimised as far as is possible to make efficient use of the teaching estate, whilst balancing the need to accommodate flexibility in teaching delivery.
- To oversee the planning, delivery and evaluation of a range of major events that support teaching, learning, employability and student development and success.
- To ensure there is appropriate celebration, recognition and reward mechanisms for the University's teaching, learning, employability and student development activities; working with colleagues across other areas of the University as appropriate.
- To host visits from organisations who want to find out about the good practice of the Division of Student and Academic Services.
- Develop and nurture positive and effective working relationships with internal stakeholders and external stakeholders as required.
- To initiate, lead, manage and evaluate projects, initiatives and other activities in pursuit of the University's strategic objectives and priorities as they relate to the work of the Division.
- To motivate, lead, manage and support staff in the Division of Student and Academic Services so that they are able to meet their agreed priorities ensuring that the Division is operating in an innovative, efficient and effective manner.
- To ensure compliance and implementation of the University's risk management policies and procedures, in particular for Health and Safety and information security, in order to monitor, plan, agree and implement continuous improvements across the Division.

Managerial

- To motivate, manage and develop the Division effectively and efficiently, to meet current and likely future demands of the University.
- To keep under review the priorities of the Division and to deploy resources as appropriate.
- To manage and be accountable for budgets assigned to the function, ensuring effectiveness and value for money.
- To manage an effective operational structure for the Division, including robust, effective management-reporting systems.
- To optimise resource and effort for admissions, teaching, learning, assessment, student employability and wider student development, and student administration

processes and procedures within the Division and, where possible, across Faculties and Schools.

- To be a member of the Leadership Team of the Directorate for the Student Experience.
- To work with other members of the DSE Leadership Team to ensure that all functions of the Directorate are appropriately prioritised and implemented.
- To contribute to the overall effectiveness of the Directorate for the Student Experience, its quality enhancement programme, and to its wider remit as and when required.
- To undertake such other duties as may be required from time-to-time by the Directorate for the Student Experience commensurate with the level of responsibility of the role including deputising for the Director in their absence

Expectations and success factors common to all leadership roles in the DSE

- Promote respect and recognition of staff and students as individuals;
- Work to engender a culture that recognises and encourages the value of working in partnership with students and with each other;
- Be realistic and honest about expectations, options, and solutions, and take ownership of the resolution of issues should they arise;
- Communicate with openness, respect and honesty, being visible, approachable and ready to listen;
- Provide students and staff with information, advice and guidance that helps them to make informed decisions
- Demonstrate and encourage working across organisational boundaries both within and outside of the DSE, particularly in partnership with the Faculties and Schools;
- Seek new knowledge and share ideas, looking outside as well as in to inform and encourage personal development and to stimulate debate;
- Be open and responsive to change and actively promote the value of innovation

Internal and External Relationships:

Internal

- Member: Teaching and Learning Group Executive, Student Experience Group, Leadership Team of the DSE and numerous other regular and project focused groups.
- Close liaison with members of the Senior Leadership Team; colleagues in the rest of the Directorate for the Student Experience; Faculty Leadership Teams; Manchester Doctoral College; Finance Directorate; Planning Directorate and IT Services.
- Partnership working with the General Secretary and Executive Team of the University of Manchester Students' Union.
- Presentation and input at senior University Committees, including Senate, in order to inform, advise and influence senior colleagues

External

- Represent the University's interests with key counterparts in organisations such as UCAS, and the Academic Registrars Council (relevant interest Groups),
- Development of networks of staff in the sector in order to benchmark appropriately.
- Proactive awareness of policy and regulatory changes in the sector and wider environment that impact on the University.
- Supporting and delivering services to faculties, guidance and support where required.
- Taking part in relevant external professional networks to gain knowledge of best practice

Knowledge, Skills and Experience Needed:

Experience

- Extensive experience of leadership at an appropriately senior level within higher education, including management of staff and resources.
- Proven record in effectively leading and managing a large and diverse team and associated resources.
- Extensive experience of developing and delivering high quality services to support the student journey and the ability to use this knowledge for the

practical implementation of the University's strategies.

- A detailed knowledge and understanding of current issues internally and externally to support significant improvements in the student experience.
- A results and delivery track-record, evidence of setting and achieving clear and challenging performance goals.
- Demonstrable evidence of excellent business acumen and managing complex operations within budget, organisational boundaries to achieve corporate goals.
- Evidence of working as a single team across organisational boundaries to deliver significant improvements in the student experience.
- Evidence of working collaboratively across organisational boundaries to achieve corporate goals.
- Evidence of a proactive approach to generating new ideas, seeing and seizing opportunities and the ability to create and communicate these plans.
- Demonstrable experience of policy development and the delivery of complex projects.
- Evidence of experience of working in a customer focused environment and delivering exceptional customer service to stakeholders.

Skills and Competencies

- Strategic Insight - an ability to think in strategic terms and provide leadership.
- Change and Project Management - the capacity to innovate and support change management. An ability to develop and manage plans of work within the context of the Divisional Strategy in support of the University's overall aims. Excellent project management skills within a demanding environment.
- Engagement and communications - excellent communication and interpersonal skills to engage and influence colleagues across the University in the pursuit of the Divisional and University Strategies and to translate these into practical outcomes. The ability to represent the University externally.
- Leadership - excellent leadership, team building and decision making skills combined with the ability to motivate staff within an ethos of individual and collective responsibility for actions and exemplary service delivery.
- Teamwork - the capacity to be a constructive team player.
- Management - understanding and ability to manage and control a significant budget, coupled with an understanding of financial management, to the requirements of the post. Have the ability to manage and prioritise own workload in meeting requirements/deadlines on a similar scope and scale to the role
- Analytical Thinking and Problem Solving - Numeric/financial ability in-keeping with requirements within the role. Analysis of management and benchmarking information to determine root causes or trends, generation and implementation of creative and innovative solutions.
- People Management - ability to manage people through setting objectives, reviewing and managing performance, with a track record of impactful team development. A sound knowledge in Training and Development of staff.
- Personal development - Self-motivated and self-development outlook

