

Job Description

Job Title:	Student Administration Manager (Records Management)
Salary Band:	Band 4
Working Hours:	Full Time Professional Contract (37 hours per week for nominal purposes)

Overall purpose/accountabilities:

Alongside another Student Administration Manager (Programme Support), be responsible for the delivery of a focused administrative support function for students and staff at the University of Sunderland in London (UoSiL), which provides a flexible and innovative approach to the effective delivery of a wide variety of administrative functions.

Support colleagues within the Student Administration and Systems department in the continuous development of staff and strategic priorities and serve as a key member of departments' management team.

Always deliver and champion an excellent student experience and a high-quality service to all stakeholders.

Reporting lines:

This job reports to the Head of Student Administration and Systems

Staff reporting to this job:

Directly - Student Administration Team Leader x2

Indirectly - Student Administration Officer x7, Interns, Student Roles

Main duties:

Have oversight for the whole Student Administration team to ensure that data management standards are robust, maintained and reviewed at regular intervals and that records are updated correctly and, where required, against set timescales to meet external audit requirements, including the management of data from external partners. Continually reinforce the importance of data accuracy and timeliness.

Ensure the team thoroughly understands all programme structures and requirements associated with UoSiL delivery model. Keeping abreast of planned changes so that they can be reflected in resourcing plans.

Have oversight and responsibility for a smooth and streamlined enrolment process that encapsulates multiple intakes and differing types of students. Ensuring that the student experience is paramount at all times and that all internal and external processes are followed.

Be the key contact regarding UKVI Appendix D files for Student Administration to resolve queries ensuring that the department works with colleagues to be compliant with its obligations along with wider institution policies and procedures.

Oversee the planning and delivery of multiple programme assessment boards, liaising directly with external examiners, module leaders and academic staff regarding all related issues.

Have overall responsibility in the coordination and maintenance associated with the administration of the following processes, ensuring relevant audits and timelines are adhered to and ensuring continuous evaluation and improvement to processes where applicable:

- Student ID cards
- SFE course database
- Programme start and end date database
- TFL approvals
- Scholarships and bursaries

Manage and support stakeholders' understanding of student tuition fees ensuring advice and guidance is provided to staff and students where applicable.

Be the team lead on the student enquiry management system - Compass, ensuring that the system is used correctly and areas of best practice are identified and shared. Managing the content so that it is fit for purpose for the student body.

Promote and support two-way communication across the department between staff and management and wider teams, communicating team priorities and activities.

Support the analysis of management information to stakeholders such as the Senior Management Team, Academic Team and the Student Engagement Team.

Represent the Student Administration team through participation on committees and project groups, either internal to the University or with external organisations related to the role.

Effectively manage all staff and resources, ensuring all policies and procedures in relation to staff recruitment, selection, onboarding, induction, appraisal, staff development, recognition, performance management and health and safety are adhered to and consistently applied.

Effectively evaluate and resolve complaints and issues related to your functions, seeking support and escalation if required.

Provide inspiring and motivating leadership, using excellent interpersonal skills to deal with challenging situations.

Contribute to the development and delivery of team and departmental objectives on a yearly basis.

Manage and reconcile the team budget. Being responsible for expenses and overtime approval relating to staff.

Liaise and work closely with your counterpart manager in Student Administration, stepping in during absences to ensure the high standards and consistency of delivery are maintained.

Deputise for the Head of Student Administration and Systems as required.

Identify and participate in continuous professional development as appropriate, keeping administrative processes and support structures under review and make recommendations to improve their effectiveness.

Promote and encourage the practice of the University's equality and diversity principles in contacts with all staff, students and partners, and promote corporate values through all streams of the role.

Commit to the effective delivery of an excellent student experience to all learners.

Any other duties commensurate with the nature of the job, as determined by an appropriate manager.

Special factors:

This role requires a flexible approach to work in accordance with the requirements of a professional contract. There may be times when travel to our campus in Sunderland is required and appropriate business arrangements will be made to facilitate this.

Person Specification

Essential	Qualifications Educated to degree level or equivalent.
	Experience Proven experience in a similar academic support/administration role within a Higher Education environment that provides an excellent service to its stakeholders and prioritises the student experience. Proven track record of effective leadership and resource management skills in areas such as service levels/KPI's, staff, budgets etc. Demonstrable understanding of Higher Education programme structures and their requirements. Previous experience of working with international students and the associated visa requirements. Demonstrable experience of using and understanding databases to store, manipulate and retrieve information and utilising management information to inform service delivery.

	<p>Skills & Attributes</p> <p>Ability to manage own workload and that of a team through effective prioritisation and display of good organisational ability and attention to detail.</p> <p>Exceptional IT skills within a wide variety of Microsoft office programmes. With significant competence in Excel and the ability to utilise multiple IT systems.</p> <p>Ability to solve problems using critical thinking and to consider strategic priorities into decision making.</p> <p>Exceptional customer service skills and in depth understanding of how good customer service looks like.</p> <p>Ability to work effectively under pressure within a variety of competing deadlines.</p> <p>An analytical approach and the ability to devise innovative ways of presenting complex data to varied audiences.</p> <p>Strong communication, demonstrating the ability to liaise confidently with stakeholders across the institution and the ability to objectively challenge and negotiate where appropriate.</p> <p>Ability and commitment to show resilience in a challenging competitive higher education sector.</p>
<p>Desirable</p>	<p>Experience</p> <p>Previous experience of policy and/or processes development.</p> <p>Proven project management experience.</p>
	<p>Skills & Attributes</p> <p>Proven ability to design and deliver effective training solutions to embed knowledge and expertise within a team.</p>

DATE CREATED: 7 February 2013

DATE UPDATED: 19 January 2021

