

## Role Profile

### Student Administration Team Leader

<b>Salary:</b>	Band 3
<b>Working Hours:</b>	Full Time – 35 hours per week (32 hours over four days from March 2024 during 4-day week pilot)
<b>Contract:</b>	Permanent
<b>Reporting to:</b>	Student Administration Manager (Records Administration)
<b>Direct reports:</b>	Student Administration Officers
<b>Overall purpose/accountabilities:</b>	<p>Being responsible for the operational provision of an efficient and professional service to students and academic staff, supervise the team on a day to basis whilst ensuring key stake holders requirements are met to a high standard.</p> <p>Lead the administrative processes and systems for the department to ensure effective delivery of the Student Administration function.</p> <p>Deliver and champion excellent customer service to all stakeholders at all times.</p>

## Job Description

Assist the Student Administration Manager with the day-to-day operations and line management of the team to ensure provision of a responsive and customer focussed service to all students and academic staff, delivering both face to face and indirect communication of a high professional standard.

Respond professionally to queries from staff and students in relation to specific programmes and all related regulations and procedures in a timely and efficient manner. This will include dealing with more complex problems or issues raised by students, offering advice and guidance and responding to any Student Complaints.

Oversee the entry, amendment and monitoring of data and completion of reporting to ensure accurate student records. Including the running and completion of record reports and responding to reports from the Programme Management team.

Oversee the process of new and returning students enrolment process, supervising all relevant staff, and ensuring smooth and professional completion of student registration and excellent student experience. This includes responsibility for compliance with Tier 4 regulations and Appendix D process.

Supervise the effective use of the University's Enquiry Management Portal - Compass, by relevant members of staff and lead on relevant projects to improve its functionality, increase staff awareness and share best practice, as required.

Oversee the production of Student ID cards, ensuring these are printed and distributed in timely manner and relevant communications are sent to students.

Supervise the timely review and verification of Transport for London 18+ oyster card applications for eligible students.

Oversee the bursaries process for students ensuring regular communications and promotion to student and that payments are processed accordingly.

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

Support with the regular internal or external data audits ensuring the data held is as accurate as possible and liaise with counterparts in relation to institutional returns eg. HESA, HESES, NSS and KIS.

Oversee and work closely with relevant departments in Sunderland to maintain accurate student records, including the closure and re-opening records, updating student's details on SITs and other processing relating to this.

Support Student Administration Managers with organising and delivering student Graduations ensuring all processes are of high professional standard and supervising relevant staff working for the Graduations.

Maintain an awareness of relevant regulatory changes and work in collaboration with the Student Administration Manager to ensure the team are kept up to date and that any necessary procedural changes are embedded effectively.

Support Student Administration Manager with the development of institutional quality management procedures in London and with implementation of any strategies, policies and procedures within the regulatory framework of the University.

Provide support and co-ordinate campus-wide activities including student induction, external examining, and participate in University-wide events such as registration, Open Days and Graduation.

Develop training plans for new and existing staff within the team, to ensure that all operational requirements are met. Offering mutual support to colleagues and act as a role model to less experienced members of the team.

Provide cover during staff absence within the Student Administration and Systems department and represent the Student Administration Manager by attending meetings and committees where required.

Foster and promote excellent communication and collaboration across the department and wider teams, communicating team priorities and activities.

Identify, develop and undertake project opportunities in collaboration with the Student Administration Manager, where appropriate.

Deputise for the Student Administration Manager, when required.

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

Identify and participate in continuous professional development as appropriate.

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.

Commitment to the effective delivery of an excellent student experience to all learners and incorporating our corporate values throughout all streams of service delivery.

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

**Other factors:**

A flexible approach to work is required with some evening and weekend working required on occasion. Annual leave may be restricted at certain times of the year so as to accommodate business needs.

As an effective team member, you may be required to provide cover and support to colleagues across the full range of Student Administration activities. All role holders will therefore be cross skilled in all aspects of the team's full portfolio.

## Person Specification

<b>Essential</b>	<b>Qualifications</b>  Educated to degree level standard or equivalent experience
	<b>Experience</b>  Proven experience of working in a customer focussed student support/service environment within a similar role in higher education.  Demonstrable experience of supervising and managing a team.  Proven experience of using a student information system i.e. SITS or other relevant database business system providing management reports.  Proven experience of using initiative, successfully managing multiple priorities and working within a busy service environment.  Proven experience of working in a role where team work was key to effective service delivery.

	<p><b>Skills &amp; Attributes</b></p> <p>Demonstrable IT skills including proven competence in a variety of Microsoft Office packages.</p> <p>Strong attention to detail and confidence with data management activities.</p> <p>Excellent communication and interpersonal skills.</p> <p>Excellent organisational and time management skills, able to deliver within a fast paced environment.</p> <p>A proven understanding of the importance of customer care with the ability to deal with conflict effectively.</p> <p>Ability to compile statistical information and produce management reports.</p>
<p><b>Desirable</b></p>	<p><b>Qualification</b></p> <p>A customer service related qualification.</p> <p><b>Experience</b></p> <p>Experience of using a VLE system in educational settings and its associated benefits.</p> <p>Experience of committee servicing.</p> <p><b>Skills &amp; Attributes</b></p> <p>Understanding of Tier 4 regulations.</p> <p>Proven ability to deliver independent projects.</p>

**DATE CREATED: 26 September 2017**

**DATE UPDATED: 21 May 2024**

