

Student Support and Administration Senior Lead Information Pack

Dear Candidate

Thank you for your interest in the Student Support and Administration Senior Lead role.

We are the University of Sunderland in London, part of the University of Sunderland with its main campus based in north-east England. We are a life-changing institution, dedicated to being **student-focused, profession-facing, and society-shaping**. Our mission is to provide a transformative experience for all our students through an employability- and enterprise-focused curriculum.

The University of Sunderland in London is a teaching-focused branch campus located near Canary Wharf - London's financial district - within one of the capital's most dynamic and diverse boroughs. Our staff and student community is as diverse and international as the global city we call home. We run four intakes per year to accommodate our prospective students' lives and we deliver teaching and support all year round.

Our academic programmes in **business and finance, health and nursing, and tourism and hospitality** are professions-focused, equipping students with the skills they need to succeed in their future careers.

A Transformative 2025

2025 was a landmark year for the University of Sunderland in London. We opened our new campus at Harbour Exchange—a £11.5m investment that provides students with innovative and brand new learning facilities and staff with a modern working environment.

A key feature of our new campus is a state-of-the-art medical simulation ward, supporting the expansion of healthcare programmes, including new MSc Nursing.

We launched our new MSc Fintech programme, supported by a London Stock Exchange trading room, and secured £211,000 in funding from Innovate UK for a pioneering two-year Knowledge Transfer Partnership in Social Care.

Our commitment to student-focused teaching was reflected in the 2025 National Student Survey, where **94% of student responding positively to the quality of teaching on their course**.

Our campus is award-winning. In November 2025, our international student support team received the **Outstanding Student Support Award** (Making a Home in the UK) at UKCISA's WeAreInternational Awards and in April 2025 the Estates Team were awarded Bronze in the AUDE Estates/Facilities Team of the Year.

We continually strive to create a good place to work for our staff. In our 2025 staff engagement survey, we achieved an **81% engagement score**, placing us in the top quartile of UK universities.

Graduations are one of the proudest occasions at the University of Sunderland in London. Held three times a year at London's historic Southwark Cathedral, they bring together graduating students, their families and friends, and our staff, to celebrate achievements and look ahead to future success.

Since 2024, we have been running a 4-day week pilot, allowing us to strike a balance between providing high quality teaching and on-site support for our students, while also supporting the work-life balance of our staff. We reduced standard weekly working hours to 32, with no change to staff salaries, worked over four days with one non-working day. The pilot has been a great success, and we are planning to make it permanent in 2027. We provide teaching and support to our students from Monday to Friday.

We are committed to building on all our success in 2026.

Our London campus is a collaborative, forward-thinking, fast-paced and exciting place to work, with a clear sense of mission. This is an excellent opportunity to join us if you want to elevate your professional journey in a challenging yet supportive environment.

Thank you for your interest. We look forward to receiving your application.

Key figures:

- 2012 – the year the University of Sunderland in London opened
- 200 – members of staff at the University of Sunderland in London
- 5870 – students studying at the University of Sunderland in London
- 30,000 – in October 2025 we enrolled our 30,000th student

Senior Management Team: <https://london.sunderland.ac.uk/about/senior-management-team/>

Our website: <https://london.sunderland.ac.uk/>

About the role

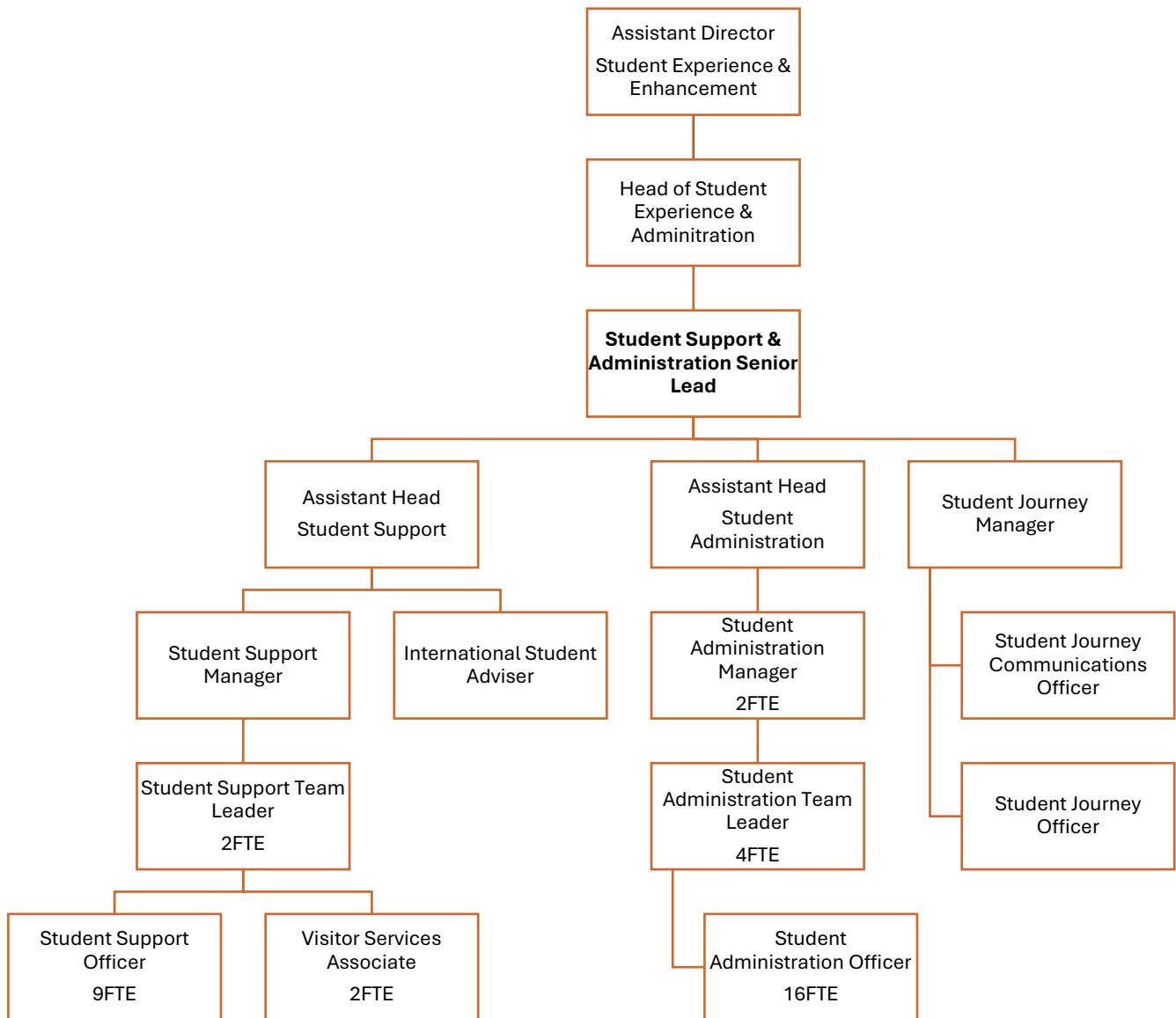
With the move to our new Harbour Exchange campus, continual change in our student demographics, increases in staff numbers, and a very challenging external environment, we have reviewed the future direction of our professional services. Our aim has been to ensure that we continue to deliver the best possible experience to students and staff. As a result, the Student Experience and Administration department has been reshaped, adding new roles, redefining existing roles and developing new ways of working designed to support the seamless delivery of holistic, student-centred support.

This brand-new senior role is responsible for leading and shaping the full student journey, ensuring that students receive high-quality, timely and well-coordinated support from enrolment through to graduation. As Student Support and Administration Senior Lead, you

will oversee a wide range of core services including student-facing enquiries, enrolment, welcome and graduation, academic programme administration, student records, engagement and international student support. Reporting to the Head of Student Experience, you will lead and motivate multiple teams to deliver efficient, compliant and student-centred services, embedding quality assurance, effective communication and continuous improvement across all aspects of student support and administration.

This is a highly varied and unique role that blends strategic leadership with hands-on operational delivery in a fast-paced higher education environment. You will use data, student insight and feedback to shape services, lead transformation and process improvement, and ensure compliance with UKVI, statutory and university requirements. Working closely with academic colleagues, governance teams and student representatives, you will champion the student voice, drive engagement and create a positive, supportive experience for a diverse student body. This role is ideal for someone who thrives on complexity, can integrate a process and details management focus with a service and impact ethos, enjoys leading change and is motivated by making a tangible impact on student success and experience.

The role has three direct reports and provides leadership to 31 members of staff in total.





Student Support and Administration Senior Lead

Role Profile

Salary: Band 6

Working Hours: Full Time

Contract: Permanent

Reporting to: Head of Student Experience

Direct reports: Assistant Head Student Support

Assistant Head Student Administration

Student Journey Coordinator

Overall purpose/accountabilities:

Optimise the student journey by leading the planning, design and delivery of essential administrative and support services, including enrolment, welcome, student-facing enquiries, international support and guidance, engagement services, academic programme administration, student records management and graduation.

Champion a student-centred approach, driving continuous improvement initiatives and ensuring compliance with all relevant legislative, statutory and University policies.

Cultivate operational excellence across core student services and lead teams to provide exceptional service and support, streamline processes, and enhance the overall student experience.

Prioritise student success by championing a culture of service excellence and creating a positive and supportive environment for all stakeholders.

Main Duties

Oversee the student journey from enrolment to graduation, ensuring exceptional support and streamlined processes that meet diverse needs while mitigating organisational risks and maintaining compliance.

Ensure all elements of the student journey are coherent and that teams plan and work together to deliver the student journey.

Lead services to ensure they meet student needs and that are timely, relevant and tailored.

Oversee student support and administration functions, ensuring adherence to service and data management standards, timely delivery, and continuous improvement through regular monitoring and review.

Ensure quality assurance processes are built into delivery models and are managed and monitored continually to ensure high standards.

Lead and manage key student events including enrolment, welcome and graduation, ensuring a positive and impactful experience that meets quality and compliance standards.

Cultivate a high-performing, student-centred team culture driven by innovation, proactive service delivery, and robust, customer-focused processes.

Lead student communications and information provision across all student support and administration functions and communications channels (SharePoint, FAQs, Enquiries).

Working closely with colleagues to ensure student communications and information are aligned with the wider student experience, and to ensure clarity and impact; foster a strong relationship with students throughout the student lifecycle.

Embed student insights into planning and delivery. Lead and manage campus-wide student surveys, listening, focus groups, and feedback plans and mechanisms.

Work closely with colleagues and with student representatives, including the SU to enhance the student experience, and to champion the student voice and co-creation.

Collaborate with Student Experience leadership team and other colleagues to develop and deliver annual plans, incorporating local and institutional priorities, staffing, budget and resource management.

Proactively identify and mitigate risks within student support and administration, embedding risk management principles into all aspects of service and administration delivery.

Develop and monitor key performance indicators (KPIs) across Student Support and Student Administration teams to ensure compliance, efficiency, and a positive student experience. Champion data-driven decision-making and continuous improvement initiatives. Oversee high quality reporting.

In collaboration with the Governance team, ensure audit readiness across Student Support and Student Administration for UKVI-related student administration, student records for sponsor licence.

Lead business transformation and change to improve and enhance the student experience, whilst embedding streamlined and efficient process and administration management.

Drive student engagement by collaborating with academic colleagues on data analysis and subsequent action planning.

Oversee the management of student attendance and engagement systems, support and communications. Identify trends and delivering appropriate support interventions.

Design and manage monitoring and reporting systems to ensure compliance with UKVI and other statutory, regulatory and University policy requirements.

Oversee the provision of international student support, including advice, guidance and student life and enrichment activities.

Ensure services are compliant with UK Visa & Immigration (UKVI) and the Immigration Advice Authority and other statutory and regulatory requirements. Oversee the compliance thorough case management and related data management and maintenance. Ensure alignment across support and administrative provision, and appropriate allocation of duties and responsibilities.

Maintain a deep understanding of programme structures and requirements. Lead reviews and implement policy and process changes using effective change management strategies.

Develop and analyse management information to inform stakeholders and drive positive change across the institution.

Promote effective communication within the department and across the university.

Represent student support and administration functions on committees and project groups, both internally and externally and sector related networks and forums.

Lead and participate in project groups and institutional initiatives, contributing to university-wide goals.

Effectively manage staff and resources, ensuring adherence to all HR policies and procedures, including recruitment, performance management, and staff development.

Manage budgets effectively, ensuring value for money and adherence to procurement regulations.

Provide inspiring leadership, utilising strong interpersonal skills to navigate challenges. Actively pursue continuous professional development and identify opportunities to enhance administrative processes.

Deputising for Head of Student Experience as appropriate.

Promote the university's principles of equality, diversity, and inclusion in all interactions. Champion corporate values in every aspect of the role.

Demonstrate a steadfast commitment to delivering an exceptional student experience.

Perform other duties commensurate with the role, as determine by an appropriate senior 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 out of hours and weekend work is necessary. National travel, including to our campus in Sunderland, is required and appropriate business arrangements will be made to facilitate this.

Person Specification

Essential	Qualifications
	<p>Educated to degree level or equivalent.</p> <p>Evidence of continuing professional development relevant to student support, student administration, or higher education management.</p>
	Experience <p>Proven experience at senior level managing administration and/or student support services as relevant to the role.</p> <p>Experience developing strategic policies and procedures, providing expert advice and guidance and making informed decisions.</p> <p>Proven track record of exceptional people and team leadership and management within either student administration or student support.</p> <p>Track record of developing and implementing high-quality student-focused service and/or administration initiatives.</p> <p>Experience leading the use of data to inform service design and delivery.</p> <p>Track record of leading successful service and/or process improvements.</p> <p>Demonstrable experience of leading large-scale operational projects or change initiatives within student services or academic administration.</p> <p>Experience engaging directly with students and student representatives, responding constructively to feedback and embedding student voice into decision-making.</p>
Skills & Attributes	<p>Deep understanding of the HE sector, policies, and student-related trends.</p> <p>Strong grasp of higher education programme structures and requirements, student records management and student engagement and communications.</p> <p>Knowledge of UKVI and immigration compliance as it relates to student engagement and administration.</p> <p>Excellent planning and operational management skills.</p> <p>Proven ability to drive quality and excellence in service delivery through continuous improvement.</p> <p>Exceptional IT skills, particularly in Microsoft Excel.</p> <p>Excellent communication and presentation skills, both written and verbal.</p> <p>Strong attention to detail, organisational skills, and the ability to analyse and present complex data.</p>

	<p>Skilled influencer with the ability to negotiate and build relationships with diverse stakeholders.</p> <p>Proven ability to work under pressure and manage competing priorities and deadlines.</p> <p>Commitment to excellence in a challenging higher education environment.</p>
Desirable	<p>Qualification</p> <p>Membership of a relevant professional body (e.g. AUA, AMOSSHE).</p> <p>Experience</p> <p>Previous experience of working with international students and knowledge of the associated visa compliance requirements.</p> <p>Proven ability to design and deliver effective training solutions to embed knowledge and expertise within a team.</p> <p>Experience working in partnership with Students' Unions or equivalent representative bodies.</p>

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North East
Better Health
at Work Award
Gold Award



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