

Student Journey Manager

Role Profile

Salary:	Band 4
Working Hours:	Full Time
Contract:	Permanent
Reporting to:	Student Support & Administration Senior Lead
Direct reports:	Student Communications Officer Student Journey Officer

Overall purpose/accountabilities:

The main purpose of this role is to strengthen and coordinate the student journey at the University of Sunderland in London. Supporting the Student Support and Administration Senior Lead in developing strategy, the role provides operational leadership for the design, coordination and delivery of a seamless, student-centred experience across the entire student lifecycle. It ensures students experience a coherent and supportive journey from initial engagement through to graduation by integrating administrative processes, support services, communications and feedback mechanisms.

Working across service design, student engagement and operational delivery, the role leads initiatives that connect enrolment, student support, academic programme support and communications into a unified experience that meets the diverse needs of the student body. It ensures students receive timely, relevant and accessible information, that student feedback informs continuous improvement, and that international students are supported through targeted communications and interventions.

The role also oversees the administrative processes supporting international students within the Student Support team, ensuring compliance with UKVI and other regulatory requirements. It is responsible for ensuring these processes are consistently delivered, effectively monitored, and continuously improved through robust quality assurance, audit and escalation arrangements.

Main Duties

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 support teams to provide exceptional service and support, streamline processes, and enhance the overall student experience.

With the support of the Student Support and Administration Senior Lead, lead the mapping, coordination and continuous improvement of the student journey from enrolment to

graduation, identifying gaps, duplication and areas of risks exceptional streamlined processes and effective communications that meet diverse needs while mitigating organisational risks and maintaining compliance.

Ensure all elements of the student journey are coherent, clearly defined, well-coordinated and consistently delivered across teams

Work with the student support and administration functions, to ensure 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 manage performance reporting and data analysis across services.

Own and coordinate the student communications journey utilising multi-channel approaches (SharePoint, FAQs, Enquiries), ensuring messaging is clear, consistent, timely and accessible across all stages of the lifecycle.

Identify and address gaps in student understanding, particularly around how to access academic and non-academic support (e.g. during academic breaks), working with teams to improve centralised information such as the Student Hub and guidance materials.

Lead on the planning of 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 insight activity, including surveys, feedback mechanisms and focus groups, ensuring alignment across the institution and producing analysis to identify trends, risks and opportunities.

Lead engagement with student representatives and forums, including the Student Voice & Feedback Forum (SVFF), ensuring student feedback is captured, analysed, translated into actionable improvements and communicated more widely.

Support the production of key performance indicators (KPIs) to ensure compliance, efficiency, and a positive student experience. Champion data-driven decision-making and continuous improvement initiatives. Develop and analyse management information to inform planning.

Working collaboratively with wider teams, ensure a cohesive international student journey, across administration, support and communications and to ensure the student journey is designed to comply with UK Visa & Immigration (UKVI) and the Immigration Advice Authority and other requirements.

Supporting the Student Support and Administration Senior Lead, oversee the monitoring and reporting of international student data and compliance metrics, ensuring accurate tracking of key indicators (e.g. visa status, debt, withdrawals) and using this insight to inform improvements to the student journey.

Support business transformation and change to improve and enhance the student experience, whilst embedding streamlined and efficient processes.

Promote effective communication within the department and across the university.

Represent student support and administration functions on committees and project groups, both internally at London and Sunderland campuses and externally, as required.

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

Effectively line manage staff and resources, ensuring all policies and procedures concerning staff recruitment, selection, induction, objective setting, appraisal, professional development, recognition, performance management and health and safety are adhered to and consistently applied, with clear development plans in place to support individual and organisational success.

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

Provide effective leadership to the team, fostering a collaborative, inclusive and high-performing working environment.

Actively pursue continuous professional development and identify opportunities to enhance administrative processes.

Deputising for Student Support and Administration Senior Lead as appropriate and required.

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 as assigned, commensurate with the role.

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 at management level in student experience journey mapping and design, service design or operations management within a higher education context. Experience working across multiple teams or functions to deliver shared outcomes. Experience of overseeing administrative or operational processes within a regulated or compliance-driven environment (e.g. international student support, visa compliance or similar).

	Proven track record of exceptional people and team leadership and management within either student administration or student support. Track record of developing and implementing high-quality student-focused service and/or administration initiatives. Experience leading the use of data to inform service design and delivery. Leading on performance and impact measurement. Familiarity with CRM systems, digital communication tools, and service design methodologies. Track record of leading successful service and/or process improvements. Knowledge, Skills & Attributes Deep understanding of the HE sector, policies, and student-related trends. Strong understanding of student lifecycle (including academic programmes and records administration) and the challenges faced by diverse student groups. Proven ability to manage and deliver effective, inclusive communications that support and enhance the student experience. Excellent planning and operational management skills. Ability to manage complex projects and drive cross-departmental collaboration Proven ability to drive quality and excellence in service delivery through continuous improvement. Exceptional IT skills, particularly in Microsoft Excel. Strong attention to detail, organisational skills, and the ability to analyse and present complex data. Skilled influencer with the ability to negotiate and build relationships with diverse stakeholders. Commitment to excellence in a challenging higher education environment.
Desirable	Experience Knowledge of regulatory and compliance considerations in student communications. Previous experience of working with international students and knowledge of the associated visa compliance requirements. Experience developing strategic policies and procedures, providing expert advice and guidance and making informed decisions.

DATE CREATED: October 2025