

Student Administration Manager – Academic Registry – Grade G

Job Description

Purpose

To manage the delivery of professional services by ensuring efficient processes and leveraging IT systems and digital technologies in response to feedback and business needs.

To oversee a designated team and coordinate Registry functions within Student Administration, including student records and assessment operations, ensuring the accuracy and timeliness of student data to meet statutory, regulatory, and internal reporting requirements.

Duties

1. To manage a range of Registry operations and functions from Enrolment to Graduation, in collaboration with teams across the Academic Registry and the wider University. Develop plans with other Registry managers and maintain an overview of annual activities and the resource requirements. Ensuring capacity and capability to deliver high quality work, meet deadlines and deliver core functions.
2. To ensure that the development and implementation of administrative operations and processes meet University and statutory requirements, and that regulations are applied as required, including those pertaining to professional statutory and regulatory bodies.
3. Provide line management to the Student Administration Team Leaders, ensuring the highest standards of administration are delivered, embedding a culture of continuous improvement. This will include staff workforce planning, workload/capacity management, capability and skills development and succession planning.
4. To be responsible for the development and maintenance of standard operating procedures and guidance notes to ensure the consistency of processes and continuity of service. Ensure that all the processes are efficient, user-friendly and fit-for-purpose and that relevant documentation is made available to students, academic staff and administrative staff in other parts of the University where relevant.
5. To play a key role in a continual process to review and redesign processes and service delivery. Working with other registry colleagues, measure performance

against agreed KPIs and integrate those measures into day to day operations applying a “lessons learned” and continuous improvement approach.

6. To develop and maintain strong productive working relationships with all stakeholders (including students) at different levels, through positive and consistent communication, allowing full awareness of ongoing activities, changes to process, upcoming deadlines and other important information.
7. To work closely with academic colleagues in your designated School, building strong relationships, attending School Executive Team meetings regularly, and providing a high level of customer service.
8. To support the Managers of Student Administration in the preparation and compilation of written proposals and management information, interpreting data and offering recommendations as appropriate.
9. To assure the data processing of student records in accordance with validated course structures; including overseeing the administration of core processes, liaising with relevant members of staff across the institution and dealing with external stakeholders ensure high levels of accuracy and integrity confirming the University complies with its statutory, regulatory and professional obligations.
10. To undertake document management, being mindful of legislation and regulations on data protection (GDPR), freedom of information and intellectual property rights and maintaining standards of security and confidentiality.
11. An ability to work flexibly is essential to ensure the University can achieve its objectives and aspirations. The post holder may be expected to undertake other duties as appropriate to the role and grade as requested by the manager to meet business needs. On occasion weekend/evening work may be required.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Significant recent experience as a senior administrator in a higher education or similar environment (Application/Interview).
- Experience of student and programme administration in Higher or Further Education (Application/Interview).
- Demonstrable experience developing and maintaining standard operating procedures and effective new administrative systems (Application/Interview).
- Experience of business process improvement methodology (Application/Interview).

- Excellent people management skills, experience of managing, organising and motivating staff to complete tasks, including performance management, appraisal and recruitment of staff (Application/Interview).
- Experience of organising, updating and maintaining computerised record systems and checking data integrity and excellent IT skills (Application/Interview).
- Good understanding of University academic regulations and procedures and external returns (Application/Interview).
- Strong planning and organisational abilities, with demonstrable ability to prioritise own workload and that of others to meet demanding deadlines (Application/Interview).
- Undergraduate degree or equivalent experiential learning (Application).
- Evidence of successful persuading, negotiating and influencing skills with a track record of sustaining strong internal relationships (Application/Interview).
- Demonstrable evidence of providing high level customer service provision within a professional environment (Application/Interview).
- Demonstrable evidence of both strong written and verbal communication skills to present information clearly and succinctly in a variety of formats with a particular focus on report writing (Application/Interview).
- Evidence of analytical and complex problem-solving skills with the confidence to take decisions and act to resolve situations (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Experience of committee support, policy and report writing (Application/Interview).
- Experience in the development of IT-enabled processes (Application/Interview).
- Experience in working with a student records system (ideally Banner) (Application/Interview).