Role title: Manager, Student Support (Operations)

Grade: G7

Unit: Student Support

Reporting to: Senior Manager, Student Support (Operations)

Responsible for: Up to 10 Senior Student Recruitment and Support Advisors (G5)

Main Purpose of the Post

The role holder will work within the Student Recruitment and Support Centres (SRSCs), and will manage the delivery of student facing operations to help students and prospective students to make study choices leading to successful progression, qualification completion and customer satisfaction. The key duties are:

1. To lead and manage a team of Senior Student Recruitment and Support Advisors (“Senior Advisors”) effectively, ensuring that quality and service standards and Key Performance Indicators are met.

2. To deliver and develop the Advice service within the Student Recruitment and Support Centre as part of the Information, Advice and Guidance (IAG) model, with a focus on the students and potential students of the curriculum area of an individual Student Support Team (SST) within a Faculty, by collaboration with academic staff and SRSC Senior Management.

3. To work with the extended management team across the SRSCs to ensure an integrated approach to operational delivery of curriculum appropriate recruitment and support for students.

Main Responsibilities

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<th>1. Leadership and performance management of a team of Senior Advisors, including:</th>
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<td>• Recruit, train, performance manage and develop staff in line with guidelines and ensure individuals are supported and developed to help them fulfil their potential.</td>
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<td>• Communicate with individuals and with the team to share information and direction, and to maximise productivity levels and quality standards.</td>
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<td>• Manage resource challenges, minimising attrition and absences wherever reasonable.</td>
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2. To oversee groups of Senior Advisors as part of a flexible management team with a focus on providing support and providing advice to students and potential students within agreed timescales. To work to a rota as part of a workforce management system to ensure all activity is dealt with promptly and effectively and within agreed service levels:
   - Oversee complex workflows, allocation and capacity to ensure that student and enquirer interactions are responded to efficiently and effectively and in as seamless a way as possible.
   - Actively monitor performance and quality to ensure that agreed service standards, performance targets and operating procedures are met and exceeded.
   - Contribute to the regular evaluation and development of these standards.
   - Exercise judgement in dealing with complex issues, interpreting and applying procedures and guidelines with judgement and initiative.

3. Develop SRSC, team and personal expertise and knowledge related to one SST’s specific curriculum and across the associated Faculty to provide expert point of referral. Contribute to relevant practitioner and working groups established to promote informed, efficient, effective and consistent support services to students and prospective students to enable them to make successful study choices, leading to study progression, qualification completion and customer satisfaction.

4. Liaise closely with relevant Central Academic Unit (CAU) staff as well as the Senior Manager, Student Support (Operations), and other Managers across the Student Recruitment and Support Centres to provide excellent service to students and prospective students to enable them to make good study choices and to adopt successful behaviours.

5. To proactively support the Senior Manager, Student Support (Operations) in the development and continuous improvement of good internal and inter team working and service provision:
   - Attending and actively participating in team meetings and developmental activities.
   - Exploring service improvements and enhancements with relevant CAU staff.
   - Contributing to business improvement ideas and initiatives, making recommendations to Senior Leaders as appropriate.
   - Showing initiative and judgement in helping the team to run smoothly, and working with and supporting other teams as required.
   - Engage actively in the support and development of new team members. □ Undertaking other activities as directed by Senior Management.

6. To continually develop skills and knowledge to maintain and improve personal performance, in the spirit of continuous improvement and to adopt correct and evolving business practices and procedures:
   - Undertaking all duties in accordance with internal policy and external legislation.
   - Working with the Senior Manager, Student Support (Operations) to understand personal performance and areas for development.
   - Providing feedback to contribute to colleagues’ performance development.
   - Accepting feedback from colleagues to improve personal skills and knowledge.
Person Specification

EDUCATIONAL QUALIFICATIONS & TRAINING

Essential
• NVQ Level 4 qualification in management and/or advice and guidance, or substantial equivalent experience.

Desirable
• Five GCSE passes or more.

KNOWLEDGE, WORK AND OTHER RELEVANT EXPERIENCE

Essential
Demonstrable experience of managing effectively across multiple services and channels, including workload planning, and workforce management within a customer focused, contact centre environment.
• Experience of leading and managing a team including: recruitment and selection, operational performance planning and control to quality standards; staff development and performance management.
• Experience of managing the provision of information and advice to students and potential students.
• Experience of working co-operatively with others to achieve organisational goals and service level targets.

Desirable
• Experience of working in an educational environment.

SKILLS, CAPABILITIES AND ABILITIES

Essential
• Highly developed interpersonal skills with the ability to influence, establish credibility and assert authority.
• Proven ability to resolve problems with expediency, intelligence and sensitivity.
• Excellent time-management skills using a range of strategies to ensure that work is carried out effectively and efficiently.
• Excellent communication and presentation skills.
• Ability to self-start whilst operating in an environment with standardised systems and procedures.
• Good numerical skills and ability to interpret complex management information.
• Confident and highly proficient user of IT – particularly MS Word, Excel, and Outlook, including custom built databases and the internet – and ability to pick up new systems quickly.
• A proven commitment to continuous professional development.
• An understanding of team working and the ability to work as part of a team.
• An understanding of Equal Opportunities issues and a commitment to equal opportunities and diversity.
• Commitment to excellent customer service and continuous service improvement.
• Commitment to and role model for the University’s values.
Desirable
• Ability to adapt interpersonal styles to suit different people or situations.
• Evidence of understanding the roles that individuals play as part of a team.
• Understanding of business continuity planning and management.
• Understanding of the higher education sector and the place of part-time, distance learning within it.

SPECIAL WORKING CONDITIONS

Essential
• The role holder will be required to work to an agreed pattern, between the hours of 8.00am - 8.00pm Monday to Friday and Saturdays 9.00am to 5.00pm, as directed by business demands.
• Please note that leave in the busy peak periods is severely restricted. Current peak periods are September and October.
• Role holder may be required to attend meetings/events at various venues across the UK for business, training and evaluation purposes.

ADDITIONAL REQUIREMENTS

Essential
• Takes action when appropriate, to seek and deliver solutions to problems as they arise
• Recognises personal impact on others and maintains a professional manner at all times.