Job Description – Manager, Student Policy and Regulations

About the role

As a Student Policy and Regulations Manager, the post holder will be responsible for supporting the Senior Managers to develop, update and implement academic and student policy and regulations, monitoring the external regulatory environment and responding to internal policy decisions and student feedback.

Key responsibilities

**Academic and Qualification Regulations**

- Supporting the Senior Managers in drafting and updating qualification regulations in response to curriculum changes, and preparing documentation for governance approval, for example by the Qualifications and Assessment Committee (QAC).

- Maintaining the archive of qualification regulations, keeping academic and student regulations up-to-date, and supporting the Senior Managers in answering stakeholder regulation related queries.

- Supporting the Senior Managers in the development and maintenance of all student facing and apprenticeship regulations.

- Acting as a key point of contact for stakeholders across the University (including the Marketing & Communications and Business & Online Support Services teams) to ensure that updated regulations adhere to the relevant standards, are accurate and are published in a timely manner.

**Policies**

- Liaising with policy authors regarding the drafting and review of student policies and supporting the Senior Managers in answering stakeholder queries regarding policy and regulations.

- Supporting the organisation, management and running of the Student Policy Working Group.

- Acting as a key point of contact for stakeholders across the University to ensure that updated policies and regulations adhere to the framework and standards, are accurate and are published in a timely manner.

**Compliance with Competition and Markets Authority (CMA) guidance**

- Supporting the Senior Managers to maintain the OU’s compliance with Competition and Markets Authority guidance for Higher Education providers, for example providing information and guidance to staff to ensure that enquirers and students have clear, timely, and accurate information, and that terms and conditions for students are fair.
**Other general duties**

- Taking notes/minutes at meetings, workshops and events as required.
- Handling sensitive and confidential material.
- Participating actively in team meetings and unit events.
- Supporting/managing other work or processes commensurate with the level of the role as delegated by the Senior Managers or the Head of Student Policy and Casework.

**Skills and experience**

- Degree level education or work experience at a comparable level, and evidence of Continuing Professional Development
- Knowledge of the higher education sector and awareness of relevant government policies
- Experience of managing projects and/or managing the delivery of work in a project environment using ‘best practice’
- Experience of managing relationships with a wide range of stakeholders using a collegiate approach
- Experience of providing secretariat support to groups and/or committees
- Ability to interpret and implement policies and processes
- Strong verbal and written communication skills and an ability to write and present papers and reports clearly and convincingly
- Ability to take initiative and act effectively without supervision
- Excellent organisational skills with the ability to prioritise competing demands and manage own time effectively
- Excellent research, analytical and planning skills with the ability to assimilate information from multiple sources and stakeholders
- Proven flexibility and ability to work to tight deadlines under pressure
- Ability to deliver a customer-focused approach, considering the impact on students
- Strong ICT skills (in particular Excel and Word) and a willingness to learn new systems

**Additional requirements**

- Decisive, flexible and open to change
- Willingness to engage with new systems and the ability to absorb new concepts
- A commitment to equal opportunities and diversity