Job Description – Team Manager, Student Recruitment and Fees

About the role

To manage delivery of a range of student facing services to meet the needs of students and prospective students to enable them to make study choices leading to successful study progression, qualification completion and customer satisfaction. Working within the Student Recruitment and Support Centre (SRSCs) the role has the following key elements:

1. To effectively lead, coach and develop a team of Student Recruitment and Support Advisors (“Advisors”) ensuring that quality, service standards and Key Performance Indicators are met.
2. To deliver the Information service within the Student Recruitment and Support Centre as part of the Information, Advice and Guidance model, managing team workload to ensure service levels are achieved as well as productivity, quality and regulatory standards.
3. To work with the extended management team across the Student Recruitment and Support Centre to ensure an integrated approach to operational delivery of curriculum appropriate recruitment and support for students.

Key responsibilities

1. Leadership and performance management of a team of Advisors, including
   - Recruit, train, performance manage and develop staff in line with University guidelines.
   - Communicate with individuals as well as the team to share information and direction in order to maximise productivity levels and quality standards.
   - Manage resource challenges, minimising attrition and absences wherever reasonable.
   - Take initial responsibility for investigation and response to complaints and escalations, and for ensuring processes are adjusted where appropriate.

2. To oversee groups of Advisors as part of a flexible management team with a focus on providing support and service delivery; working to a rota as part of an overall workforce management system to ensure queries received by any channel are dealt with promptly and effectively, including queries referred from Open University tutors and lecturers:
   - Oversee complex workflows, allocation and capacity to ensure student and enquirer interactions are efficiently and effectively responded to in as seamless a way as possible.
   - Actively monitor performance and quality to ensure agreed service standards, performance targets and operating procedures are met or exceeded.
   - Ability to work under pressure and maintain service standards through peak periods
   - Carry out regular monitoring activity to ensure quality of service and compliance with legislation such as; PCI DSS, Data retention protection and retention, FCA.
3. Within Student Recruitment roles, support the team in developing knowledge related to one SST specific curriculum and across the associated Faculty/CAU, or other speciality if appropriate.

- 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
- Contribute to the design and implementation of new schemes and partnerships working alongside business managers.

4. Liaise closely with their Line Manager and other Managers across the SRSC to provide excellent service to students and prospective students to enable them to effortlessly make good study choices and to adopt successful behaviours.

5. To proactively support the Senior Manager, Student Recruitment Operations in the development and continuous improvement of good internal and inter team working and service provision:

6. To continually develop skills and knowledge to maintain and improve personal performance, adopting evolving business practices and procedures:

**Skills and experience**

- 5 GCSEs at grade C or above, including Maths and English
- Proven experience of leading and managing a small team within a service delivery environment, including: recruitment and selection, operational performance planning and control to quality standards; staff development and performance management; meeting organisational goals and service level targets.

- Good interpersonal skills with the ability to influence, establish credibility and assert authority
- Proven ability to influence stakeholders and resolve problems with expediency, intelligence and sensitivity
- Excellent presentation, communication and time-management skills using a range of strategies to ensure that work is carried out effectively and efficiently
- 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, Outlook, including custom built databases and the internet – and ability to pick up new systems quickly
- A commitment to excellent customer service, continuous improvement and equal opportunities and diversity.

**Special Working Conditions**

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

Additional Requirements
• You are not required to have experience in the higher education sector but will need to be able to engage with all stakeholders and build relationships within the organisation to contribute to continuity planning, management and business objectives.
• Well presented with a “can do” attitude and a professional manner.
• Ability to liaise with other departments at all levels in an effective and professional manner.