Job Description – Team Manager, Student Fees – Academic Services

About the role

The role is based in Milton Keynes, managing delivery of a range of student facing services to meet the needs of students and prospective students in ensuring their appropriate funding methods are approved.

Working within Student Fees the role has the following key elements:

1. To effectively lead, coach and develop a team of Student Fees Advisors ensuring that quality, service standards and Key Performance Indicators are met.
2. To work with the extended management team across Student Fees to ensure an integrated approach to operational delivery of funding.
3. To lead teams in assisting students in ensuring their chosen funding methods are approved (Student Loans).
4. To coach and develop staff to assist students in all aspects of fees and funding.

Key responsibilities

- Leadership and performance management of a team of Advisors.

- 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.

- Within Student Fee roles, support the teams in developing knowledge related to available fees and funding products and financial support, where appropriate.

- Liaise closely with Line Manager(s) and other Managers across Student Fees to provide excellent service to students and prospective students to enable them to make appropriate funding choices and to adopt successful behaviours.

- To proactively support the Senior Manager, Student Fees in the development and continuous improvement of good internal and inter team working and service provision.

- 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
- Experience of leading and managing a team within a service delivery environment, including: recruitment and selection, operational performance planning and control to quality standards; staff development and performance management.
- Experience of working co-operatively with others to achieve organisational goals and service level targets.
- Proven ability to resolve problems with expediency, intelligence and sensitivity.
- Excellent communication and presentation skills.
- Ability to self-start whilst operating in an environment with standardised systems and procedures.
- 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.
- An understanding of Equal Opportunities issues and a commitment to equal opportunities and diversity.
- Commitment to excellent customer service and continuous improvement.
- Proven experience of coaching and developing staff.

Additional requirements:

- Post holder may be required to attend meetings/events at various venues across the UK for business, training and evaluation purposes.
- Please note that leave in the busy peak periods of August, September, October and November is severely restricted.
- The post holder will be required to work to an agreed pattern, between the hours of 8.30am – 5.30pm Monday to Thursday and 8.30 – 5pm Friday as directed by business demands.