

Job Description

Student Service, Support and Development Manager

Grade

Grade 7
£47,389 to £58,225 per annum, depending on relevant experience

Department

School of Biological Sciences / Faculty of Biology, Medicine and Health / Teaching, Learning and Student Experience.

Overall Purpose

- Responsible for leadership and direction of the School Teaching, Learning and Student Experience team to ensure the delivery of the strategic approach to School level student information and advice service and provision of student welfare support and provide expert advice and support to students, Professional Service and academic colleagues on student welfare, success and development.
- As a leader of Professional Services (PS), embed locally and University-wide a culture of excellent service provision and continuous improvement, placing the student experience at the heart of what we do, with support for a single PS team working flexibly across organisational boundaries.
- To work with the Director, Head of Teaching, Learning and Student Experience and other senior colleagues to develop, embed and maintain effective working partnerships with colleagues, students, and other relevant stakeholders, which are conducive to the effective realisation of the University's strategic aspirations in relation to the delivery of student services, including management of the School-based hub, and the student experience.

Colleagues will be expected to work flexibly across the University and to take on assignments and roles as required across the organisation, using key principles of business partnering and collaborative working to ensure delivery of University and local priorities, operating at all times as a single cross University team.

Colleagues appointed to Student Service and Support Manager may be assigned to the following Faculties:

Assigned to:	Responsible to:
Faculty of Humanities	Head of Teaching, Learning and Student Experience
Faculty of Science and Engineering	Head of Teaching, Learning and Student Experience
Faculty of Biology, Medicine and Health	Head of Teaching, Learning and Student Experience

Job Description

About the Team

The role sits within the School of Biological Sciences, Teaching, Learning and Student Experience function and leads the Student Service, Support and Development Team, including the school-based hub. Working closely with academic, Professional Services and Directorate for the Student Experience colleagues, the team supports students throughout their journey and contributes to wider University priorities around service excellence, inclusion, student success and continuous improvement.

Key Accountabilities:

- To lead teams to deliver consistent, sustainable support and expertise, ensuring excellent services to students across organisation; in line with agreed standards and in response to changing needs.
- To work flexibly across the University and to take responsibility for assignments and roles as required across the organisation, using key principles of business partnering and collaborative working to ensure delivery of university and local priorities, operating at all times as a single cross University team.
- To lead on and oversee the provision of advice and guidance to University colleagues, including PS/Faculty/Schools-based colleagues, on key issues concerning [information, advice and student support.
- To contribute to the continuous review and improvement of institution-wide strategy, policy and processes and systems ensuring simplicity, consistency and agility - working in partnership with colleagues and key stakeholders across the University to meet collective business requirements.
- To lead the implementation, evaluation and monitoring of institution-wide strategy, policy and process at a local level, and lead the development and implementation of local procedures as necessary.
- To lead, organise, motivate and direct the work of the team, delegating responsibility to the appropriate level, ensuring that its objectives are met and it is operating efficiently and effectively.
- To be a member of the management team, contributing to operational planning, visions and values and providing effective leadership
- To actively contribute to the budget setting process and monitor income and expenditure for assigned areas of responsibility.
- To lead the development and monitoring of KPI's where appropriate so that the University can be seen as a leader exemplifying best practice, sharing it as appropriate and learning from the experience of others.
- To work with colleagues in establishing and maintain the University's reputation and profile nationally (and internationally where appropriate).
- To take a lead role in the development and implementation of relevant IT systems and participate in reviewing processes and implementing new working methods as necessary, ensuring the skills (including digital) of self and the team are sufficient at all levels to derive maximum benefit from corporate technologies and processes.

Job Description

- To ensure collaboration and cohesion between the School Teaching and Learning functional teams.
- To have awareness and active engagement with the need for diversity and inclusion in all that we do, for example when working with individuals who identify with a protected characteristic under the Equality Act, students who are under-represented in Higher Education as outlined in the University's widening participation strategy.
- To be responsible for data management, the student record and data quality for all areas of responsibility, including any School specific specialist activities.
- To effectively manage the Student Service, Support and Development Team, including management of the school-based hub.
- To develop a solid working relationship, effective networks and engage in communities of practice with colleagues across Schools, Faculties, and the Directorate for the Student Experience (DSE) to ensure that student experience activities within the School are both complementary and aligned, particularly where there are cross cutting themes (e.g. Communication; Information, Advice and Guidance; Welcome and Induction; and Policy Implementation).
- To develop, manage and have responsibility for the student communication and engagement framework within the School and ensure suitable co-ordination and execution across all areas of the School. This will involve active management and engagement in activities relating to student voice; peer support; skills development and ensuring a range of standard, innovative and timely communications with students through a variety of platforms, including digital, print and face-to-face and ensuring all documentation issued to students, (e.g. handbooks, letters of confirmation, examination results etc.) are consistent across all areas of the School.
- To work with the Careers Service and the School's Employability Academic Leads to develop and deliver an aligned employability strategy and framework, taking into account student feedback. This will include developing and supporting a range of student led and careers service employability events across the School, developing relationships with prospective employer and supporting the arrangement of any internally and externally funded internships and placements.
- To manage the development and delivery of appropriate welcome, induction, graduation and related activities for all students across the departments.
- To lead on work which contributes to targets and commitments set out in the University's Access and Participation Plan in order to reduce the gaps in outcomes for students from under-represented backgrounds.
- To manage the professional services support to the School's academic advisor scheme.
- To ensure first line team advice relating to student support and guidance to students progressing through stages of appeals, complaints, academic malpractice/discipline and fitness to practice; and to have responsibility for responding to and resolving non academic student conduct and discipline cases.
- To champion and deliver a culture of excellent customer service and embed a performance

Job Description

culture within the team.

- To embed a culture of continuous improvement, collaboration, consistency and innovation; and lead on change initiatives.
- Responsible for activities associated with the team's delivery of relevant statutory obligations and external requirements, including reporting.
- To deputise for senior colleagues as required.
- To be responsible for compliance with and promotion of University policies, procedures and requirements at all times in particular those relating to health and safety; equality, diversity and inclusion; and information governance. Embed these within day to day working practices and ensure they are managed effectively.
- To invest in one's own professional development and that of all members in the team.
- To have a commitment to equality, diversity and inclusion.

Person Specification

Knowledge

- Significant experience, knowledge and understanding of information, advice and student support.
- Knowledge and understanding of how IT systems can support and enhance service delivery, with knowledge and experience of IT systems relevant to the role.

Experience

- Extensive professional experience and evidence of progressive professional development.
- Proven record in effectively leading and managing a team with evidence of setting and achieving clear objectives and performance goals.
- Evidence of experience of working in a customer focused environment and delivering exceptional customer service to stakeholders.
- Experience of policy development and implementation.

Skills

- Capacity to think in strategic terms and a willingness to exercise leadership including leading and managing significant cultural and organisational change.
- Strong negotiation and relationship building skills, the ability to influence others outside the direct sphere of control, and experience of matrix working. Ability to manage projects and operations within budget.
- Excellent communication and interpersonal skills to engage and influence colleagues and work collaboratively across organisational boundaries in the pursuit of University strategies and their implementation at a local level.
- Excellent analytical and problem-solving skills.
- An ability to develop and manage plans of work within the context of the School/Divisional

Job Description

Other	• Demonstrates a personal and professional commitment to the University's strategic goals, themes and values. • The ability to represent the University externally.
Key Behaviours	
One University: A 'One University' approach, whereby we break down silos and work collaboratively towards furthering the University's strategic goals, vision and values. Freedom of Speech and Academic Freedom: Support the University's commitment to securing and actively promoting the importance of free speech and academic freedom within our community. Service Excellence: Committed to prioritising service excellence and high performance to deliver great people-centred experiences. Agility: Demonstrate a commitment to agility and continuous improvement by embracing change, championing innovation, and being flexible and forward thinking to adapt. Sustainability: A sustainable approach that safeguards the University of the future by championing environmental practices, advancing digital capability, and supporting financial stability and philanthropic initiatives. Inclusion: Support the University's ambition to create an inclusive place to work where every person matters, demonstrating a commitment to non-discriminatory conduct and respect for others, and fostering a University where people feel deeply connected to each other, to Manchester, and to the wider world. Social Responsibility: Promote and champion the University's social responsibility ambitions to advance social inclusion, prosperous communities, better health, and cultural engagement.	
People Leadership: Demonstrates effective leadership by empowering, motivating, and developing teams to achieve high performance. Builds a collaborative and inclusive work environment and provides clear direction, support, and feedback.	