

Candidate Information

Position: Academic & Student Affairs Manager
School/Department: School of Medicine, Dentistry and Biomedical Sciences
Reference: 21/109248
Closing Date: Monday 25 October 2021
Salary: £42,149 - £51,799 per annum.
Anticipated Interview Date: Thursday 11 & Friday 12 November 2021

JOB PURPOSE:

To lead on and ensure the School implements a consistent and corporate approach with regard to the administration of programmes and student support services in line with University and professional body procedures, regulations and codes of practice. Manage a broad portfolio of responsibilities relevant to student and programme administration at School level, including quality assurance and enhancement, lead on key aspects of School governance as they relate to academic and student affairs and provide advice to School management.

MAJOR DUTIES:

1. Use experience, expertise and knowledge of the range of issues covering academic and student affairs and professional programme requirements to contribute to policy, regulations, strategy and practice, to provide advice/guidance (to staff, students, stakeholders) and to inform and influence decision making as an effective member of School Management Board. Stay current on policy, regulatory, and sector changes which may impact on the delivery of the School's education priorities.
2. Working with colleagues, enhance the support of academic and student services within the School. Ensure the School has systems and procedures in place to maintain compliance and consistency of approach across the School's Centres and Postgraduate Office, including to meet professional body requirements. Monitor effectiveness and take action to deliver continuous improvement.
3. Act as main point of contact between the School and Academic and Student Affairs (DASA)/other Directorates on all aspects of academic administration and student governance with a particular focus on contributing to improvements in student-interfacing services and support systems to meet the School's objectives.
4. Act as a main point in the School in relation to student recruitment, co-ordinate and lead on relevant aspects of recruitment and selection, recruitment events, and widening participation. Support the School's Director of Internationalisation and School Internationalisation Working Group, including to progress collaborative arrangements and relevant agreements.
5. Manage a complex caseload (Appeals, Conduct, Academic Offences, Student Complaints and Fitness to Practise) at School level and be responsible for progressing appropriate investigations, providing advice and reports for relevant panels. Progress cases through relevant stages and advise the Head of School and senior staff accordingly.
6. Lead on School compliance in relation to Safeguarding Children and Adults at Risk, including as a main countersignatory for Access NI checks, as well as compliance with UK Visas and Immigration (UKVI) requirements and with the University's policies/procedures in this regard.
7. Lead and co-ordinate at School level registration, induction and welcome activities, chairing relevant working groups to ensure the successful delivery of programmes/events.
8. Act as a central School contact for all aspects of student support and guidance, including provision of advice and recommendations to students and staff. Provide advice to students with regard to transfers and withdrawals and liaise with relevant Centres, deputising for the School Manager as appropriate.
9. Manage School responsibilities and processes with regard to the quality assurance of programmes to include Programme Evaluation, Continuous Action for Programme Enhancement (CAPE), Periodic Subject Review (PSR) as well as approval of new and changes to programme regulations. Act as main point of contact with Faculty and DASA in this regard and ensure feedback is communicated and plans actioned accordingly.

10. Contribute to relevant professional body accreditation and quality assurance submissions and visits, including in the provision of data. Advise on the implementation of professional body regulations as well as any impact on specific programme and general University regulations.
11. Co-ordinate and draft School-level returns and responses to consultations on all aspects of student and programme administration. Maintain, analyse, monitor and report on student statistics to meet academic planning and external stakeholder and professional body requirements.
12. Manage the administration of student bursaries, scholarships and prizes at School level and liaise with colleagues in relation to the regulations for establishment of new prizes and awards and review of current regulations.
13. Act as School Data Protection Officer, managing the School Information Asset Register/Risks and records management, overseeing compliance and responding to Freedom of Information and Subject Access Requests as appropriate.
14. Lead on organisation of relevant School-level events, including education conferences and annual School award ceremonies.
15. Be an effective member of and chair, where appropriate, relevant committees/working groups within the School, Faculty, University and externally, reporting on behalf of the School and representing the School's interests and priorities.
16. Deputise for the School Manager, as appropriate, in his/her absence.
17. Any other duties which may be required and which fall within the general ambit of the post.

Planning and Organising:

1. Plan, co-ordinate, schedule and project manage a range of activities contributing to the School's educational objectives to include managing/co-ordinating staff/teams from across the School's Centres.
2. Project manage the implementation of changes arising from developments/changes in policy, procedures and practice in relation to student support services and programme administration.
3. Have an overview of medium and long term developments which will impact on School-wide education delivery/administration, develop and implement plans and advise School management accordingly.
4. Contribute to School strategic and academic planning.

Resource Management Responsibilities:

1. Manage own activities and workload to support the realisation of the School's objectives in relation to academic and student affairs, ensuring work is scheduled to meet deadlines and targets across the academic year. Co-ordinate the work of others contributing to School-wide education activities.
2. Manage resources including any allocated budget required to deliver relevant priorities at School level, particularly in relation to recruitment, widening participation, welcome and induction, staff training, and advise School management with regard to resource requirements.
3. Deputise for the School Manager in the supervision and management of the School Office professional support teams and participate in the selection, recruitment and training/development of staff.
4. Act as a mentor to all categories of staff, both academic and support staff, in relation to provision of advice and guidance on relevant aspects of student support services and programme administration, to include training staff, providing briefings and supporting their professional effectiveness.

Internal and External Relationships:

1. Work collaboratively with colleagues across the School, in other Schools/Faculties and in relevant University Directorates, to ensure the School's objectives in relation to academic and student affairs are appropriately represented and addressed, and contribute to wider organisational planning and initiatives.
2. Engage with and support students (including prospective students) and external stakeholders (including professional bodies) which may involve dealing with sensitive and confidential issues.

ESSENTIAL CRITERIA:

1. *1. Degree (or equivalent). Or; *Substantial relevant and recent experience demonstrating management ability in a similar role in an educational environment.
2. *1. At least 4 years' recent experience in a managerial/senior administrative role in academic programme and/or student services administration to include:
 - Student case management
 - Planning, prioritising and progressing work spanning the academic year which enhances academic programmes and/or student services/experience.
 - Working within organisational plans and policies, using initiative and judgement in their application.
 - Providing professional advice and support to staff and students.

3. Authoritative knowledge and understanding of policies, procedures and codes of practice in relation to student and programme administration.
4. Demonstrable planning and organisational skills to manage a broad and complex portfolio of responsibilities both independently and with colleagues across the academic year.
5. Ability to adapt to and lead on implementation of change.
6. Well developed analytical and problem solving capability.
7. Ability to produce, analyse and report on complex issues to inform management decisions, offering best solutions or recommendations.
8. Good presentation skills.
9. Excellent oral and written communication and interpersonal skills in order to establish effective working relationships. Strong negotiation skills with the ability to work with and influence senior management.
10. Demonstrable ability to deal with confidential/sensitive cases with diplomacy and tact.
11. Committed to collaborative team working with ability to work effectively with staff and students within the University, and with a wide range of external stakeholders.
12. Self-motivated and pro-active with the ability to motivate and gain support from colleagues.
13. Ability to lead, develop, mentor, train and supervise others.
14. Committed to delivery of high professional standards.
15. Willingness to work irregular hours on occasion.
16. The successful candidate will be required to undergo an Enhanced Check through Access NI and/or overseas criminal records check in order to deliver responsibilities in relation to the University's Safeguarding Children and Adults at Risk requirements.

DESIRABLE CRITERIA:

1. *Experience in managing relevant aspects of student recruitment/selection, and student support and guidance.
2. *Experience in using management information systems, in analysing and reporting data relevant to the duties of the post.
3. *Evidence of engagement with professional bodies and in applying relevant policies and procedures to progress key areas of work.
4. Knowledge of the wider HE sector and professional developments which may impact on area of activity.
5. Knowledge of relevant sources of support for students.