



**Professional Services**

**Department of Student and Academic Administration**

**Student and Academic Administration Manager
(Student Administration)**

**ZZ004250**

**Information for Candidates**

**THE POST**

Please see the attached job description and person specification.

**TERMS OF APPOINTMENT**

Salary is in the range £38,833 to £47,722 per annum and progress to the top of the scale is by annual increments payable on 1st April each year. Salary is paid into a bank or building society monthly in arrears.

Working hours are 37per week. Overtime is not normally payable but time off in lieu may be given. The working hours are normally from 8.30 a.m. to 5.15 p.m. Monday to Thursday and 8.30 a.m. to 4.15 p.m. Friday with one hour and ten minutes for lunch. Specific times may vary according to the Department concerned.

Annual leave entitlement is 32 working days in a full leave year. If you work less than 37 hours per week, your leave will be calculated on a pro-rata basis. The leave year commences on 1 October and staff starting and leaving during that period accrue leave on a pro-rata basis. In addition, the University is normally closed from Christmas Eve until New Year’s Day inclusive and on bank holidays.

It is a condition of the appointment for the proper performance of the duties of the post that the appointee will take up residence at a location such that they are able to fulfil the full range of their contractual duties. This residential requirement will be expected to be fulfilled within twelve months of taking up the appointment. The University has a scheme of financial assistance towards the cost of relocation, details of which can be found on the University website:

<http://www.port.ac.uk/departments/services/humanresources/recruitmentandselection/informationforapplicants/removalandseparationguidelines>

The Appointee will be entitled to join the Local Government Pension Scheme. The scheme's provisions include an index-linked pension with an option to exchange some pension for a lump sum on retirement together with dependants’ benefits. Contributions by the employee are subject to tax relief.

There is a probationary period of six months during which new staff are expected to demonstrate their suitability for the post.

There is a comprehensive sickness and maternity benefits scheme.

**All interview applicants will be required to bring their passport or full birth certificate and any other 'Right to Work' information to interview where it will be copied and verified.** The successful applicant will not be able to start work until their right to work documentation has been verified.

Please note if you are the successful candidate once the verbal offer of employment has been made and accepted, references will be immediately requested. It is the University’s policy that all employment covering the past three years is referenced. A minimum of two references is required to cover this three year period of employment or study (where there has been no employment). One of your referees mustbeyour current or most recent employer.

The successful candidate will need to bring documentary evidence of their qualifications to Human Resources on taking up their appointment.

To comply with UKVI legislation, non-EEA candidates are only eligible to apply for this post if it has been advertised for a total of 28 days.

If the position has a requirement for Disclosure and Barring Service check (DBS), this will be stated in the advert. The DBS Application Form will be provided once the selection process has been completed.

All applications must be submitted by Midnight (GMT) on the closing date published.

**UNIVERSITY OF PORTSMOUTH – RECRUITMENT PAPERWORK**

1. **JOB DESCRIPTION**

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| **Job Title:** | Student & Academic Administration Manager (Student Administration) |
| **Grade:** | 8 |
| **Faculty/Centre:** | Department of Student & Academic Administration |
| **Department/Service:****Location:** | Student LifeMercantile Building |
| **Position Reference No:** | ZZ004250 |
| **Cost Centre:** | 47326 |
| **Responsible to:** | Head of Student & Academic Administration (Student Life) |
| **Responsible for:** | c.14 FTE with the following direct reports:* Assistant Registrar
* Principal Administrator
* Principal Administrator
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| **Effective date of job description:** | January 2018 |

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| **Purpose of Job:** |
| Under the direction of the Section Head, the post holder manages their allocated function and team within the relevant Section of the Department of Student & Academic Administration (DSAA), ensuring they achieve their objectives in order to support the Department’s strategy while providing an excellent customer and student experience. |

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| **Key Responsibilities:** |
| 1. Under the direction of the Section Head, deliver to the DSAA’s clients and its staff an effective and efficient service in relation to the following functions:
* registration processes and data quality/timeliness
* tuition fees, invoicing, discounts, sponsorships, scholarships, bursaries, loans, including the provision of expert advice to colleagues across the University and ensuring policy documentation is kept current
* course and status changes
* attendance and engagement monitoring
* awards and certificate/transcript production
* graduation ceremonies
* student exclusions and appeals
* high quality information on Student Administration matters for students and staff
1. In consultation with the Section Head, set priorities and deadlines for the delivery of the team’s services, and to ensure these priorities and deadlines are then met.
2. Under the direction of the Section Head, responsibility for the leadership and management of the allocated team, including direct staff management, team building and developing a culture and infrastructure that facilitates a high service delivery and an exceptional customer and student experience. The post holder will set objectives, oversee work and monitor progress, in order to ensure the delivery of activities to agreed deadlines and standards. They will act as an escalation point for their team, initially referring to their own experience and expertise to provide either guidance or a resolution, before escalating to the Section Head.
3. To stimulate both a customer focussed service culture and commitment to data and information accuracy amongst the team, while pro-actively seeking opportunities for improvement and development of the team’s services.
4. To contribute through the quarterly DSAA Management Team meeting to the effective running and operation of the DSAA’s remit within the University.
5. Under the direction of the Section Head, to ensure the participation of the team, as necessary, in DSAA wide services, such as the organisation of graduation ceremonies, confirmation and clearing, and registration/enrolment activities.
6. To undertake such development and attend such events as are necessary and appropriate to maintaining an informed professional knowledge of relevant professional and HE sector practices and developments, and to advise the Section Head, the Academic Registrar and Director, and other senior colleagues of such developments.
7. Under the direction of the Section Head, and in collaboration with the other DSAA Managers, assist in moving the University towards a consistently professional and robust student and academic administration service across all Faculties and Professional Services.
8. Other duties as may reasonably be required by the Section Head.

**N.B. The above list is not exhaustive.**A flexible approach to work is expected.National travel may be required. |

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| **Working Relationships:** |
| Student & Academic Administration managers will liaise with a broad range of stakeholders, including the Academic Registrar and Director, Heads of DSAA sections, and other DSAA Managers. Within Faculties they will work with the Associate Deans, DSAA Managers, School/Department/Centre/Institute Managers and Academic Heads, and other relevant staff. In the wider University they will work with other Professional Services Managers and they will communicate effectively with a range of other internal staff at all levels, e.g. HR, Finance.They will work with representatives of external institutions, partners or regulatory bodies, on relevant initiatives and issues, and will expand and develop a strong network of contacts from other institutions and organisations as a source of learning, development and best practice. |

1. **PERSON SPECIFICATION**

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| **No** | **Attributes** | **Rating** | **Source** |
| **1.** | **Specific Knowledge & Experience** |  |  |
|  | Detailed and in depth knowledge of Student administration procedures in a UK Higher Education Institution (HEI) | E | AF + S |
|  | Detailed and in depth knowledge of student registration and tuition fees practices and requirements in the UK HE sector | E | AF + S |
|  | Experience of Higher Education student administration cycle | E | AF + S |
|  | Good knowledge of the national policy context for tuition fees and student registration in the UK HE sector  | D | AF + S |
|  | Experience of leading change projects  | D | AF + S |
| **2.** | **Skills & Abilities** |  |  |
|  | Excellent communication skills, both oral and written | E | AF + S |
|  | Excellent administration skills | E | AF + S |
|  | Excellent customer support  | E | AF + S |
|  | Excellent analytical skills | E | AF + S |
|  | Excellent leadership, line management, and development skills | E | AF + S |
|  | Excellent IT skills | E | AF + S |
| **3.**  | **Qualifications, Education & Training** |  |  |
|  | Bachelor Degree or equivalent | E | AF + S |
|  | Master’s Degree | D | AF + S |
|  | Fellow of Association of University Administrators | D  | AF + S |
| **4.** | **Other Requirements** |  |  |
|  | Commitment to the aims and values of the University | E | AF + S |
|  | Customer focus and a desire to delivery exceptional service | E | AF + S |
|  | Highly motivated and pro-active | E | AF + S |
|  | Highly professional approach to work | E | AF + S |
|  | Emotionally resilient | E | AF + S |
|  | An appreciation of the academic ethos | E | AF + S |

**Legend**

Rating of attribute: E = essential; D = desirable

Source of evidence: AF = Application Form; S = Selection Programme (including Interview, Test, Presentation, References)

**JOB HAZARD IDENTIFICATION FORM**

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| **Please tick box(s) if any of the below are likely to be encountered by the applicant. This is in order to identify potential job related hazards and minimise associated health effects as far as possible. Please use** [this link](http://www.port.ac.uk/departments/services/humanresources/occupationalhealthservice/JobHazardInformation/) **for further information which should be considered by managers, employees and job applicants.**  |
| 1. International travel/Fieldwork
 |  | 13. Substances to which COSHH regulations apply (including microorganisms, animal allergens, wood dust, chemicals, skin sensitizers and irritants)  |  |
| 1. Manual Handling (of loads/people)
 |  | 14. Working at height |  |
| 1. Human tissue/body fluids (e.g. Healthcare workers, First Aiders, Nursery workers, Laboratory workers)
 |  | 15. Working with sewage, drains, river or canal water  |  |
| 1. Genetically Modified Organisms
 |  | 16. Confined spaces |  |
| 1. Noise > 80 DbA
 |  | 17. Vibrating tools  |  |
| 1. Night Working

 (between 2200 hrs and 0600 hrs) |  | 18. Diving |  |
| 1. Display screen equipment
 | X | 19. Compressed gases |  |
| 1. Repetitive tasks (e.g. pipette use, book sensitization etc.)
 |  | 20. Small print/colour coding |  |
| 1. Ionising radiation/non-ionising materials radiation/lasers/UV radiation
 | 21. Contaminated soil/bio-aerosols |  |
| 10. Asbestos and lead  | 22. Nano-materials  |
| 11. Driving on University business (mini-bus, van, bus, forklift truck etc.)  | 23. Stress Workplace Stressors (e.g. workplace demands, role clarification, relationships etc.)  |
| 12. Food handling  | 24. Other (please specify)  |

**Completed by Line Manager/Supervisor:**

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| **Name (block capitals)** | C Giles |
| **Date** | 04/11/17 |
| **Extension number** | 3427 |

Managers should use this form and the information contained in it during induction of new staff to identify any training needs or requirement for referral to Occupational Health (OH).

Should any of this associated information be unavailable please contact OH (Tel: 023 9284 3187) so that appropriate advice can be given.