

JOB DESCRIPTION

Job Title:	Assistant Director, Student and Academic Services, (Student Registry)	Grade:	SG10 (Level 1)
Department:	Directorate of Student and Academic Services	Date of Evaluation:	22/08/2019
Role reports to:	Director of Student and Academic Services		
Direct Reports:	<ul style="list-style-type: none"> • Head of Admissions and Student Records • Head of Academic Registry and Timetabling • Head International Compliance and Advice 		
Indirect Reports:	Other team leaders within the Directorate of Student and Academic Services via matrix management arrangements and on a time to time basis.		
Other Key contacts:	Student and Academic Services Executive Office and members of the directorate's Senior Leadership Team		
This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.			

PURPOSE OF ROLE/FUNCTION OF THE POST:

To provide effective direction for the delivery and development of a major range of student services within the Directorate of Student and Academic Services, within a framework of matrix management and collaboration with other functional areas and teams.

The Assistant Director is responsible for leading the development of policy and procedures relevant to the service area for which they are responsible and for managing the development and implementation of strategies to achieve the effective operation of these policies and procedures. The Assistant Director is required to ensure effective coordination of the various resources associated with the provision of professional, pro-active, quality services by the teams for which they are directly responsible.

The Assistant Director is a leading role holder within the Student and Academic Services management structure and, as a member of the Directorate Senior Leadership Team, is expected to contribute to Student and Academic Services planning processes and strategic developments. The Assistant Director will, from time to time and as appropriate, deputise for the Director of Student and Academic Services and will represent the Directorate within the University of Greenwich decision-making and planning fora.

PRINCIPAL /KEY ACCOUNTABILITIES:

Team Specific:

- Direct and lead the management and development of the Student and Academic Services functional and service areas for which the Assistant Director is directly responsible, including:
- Admissions and Student Records
- Academic Registry and Timetabling

- International Compliance and Advice (the range of functional and service areas is subject to change from time to time).
- Provide effective line management for the service area, integrating a wide range of activities and matrix management systems into an integrated, student-focused support service, taking responsibility for the effective management, development and performance review of the teams of staff within the service area.
- Work closely with Heads of services within Student Registry to create a high-performing Registry Senior Management Team
- With Heads of services, identify areas for collaboration and closer working to ensure resources are used effectively and staff have opportunities to develop their skills.
- Work with Faculties and Professional Service Directorates in the co-ordination and successful delivery of major administrative tasks within Student and Academic Services and in particular those relevant to the service area under immediate direction.
- Take overall responsibility for managing, developing, improving and streamlining the processes involved in delivering the services provided by the teams within the service area.
- Work towards the key aims of the directorate to offer inclusive student-focused services contributing to the University-wide culture of achievement with an emphasis on student retention and progression
- Take a lead role in devising and implementing appropriate and timely solutions for problem-solving in individual student cases.
- Act as Chair of the University's Academic Regulatory Framework Co-ordinating Group (ARFCG), leading on the development of academic regulations and policies. Draft proposals and present them to senior University committees.
- Act as Chair of the University's Timetabling Management Group
- Core Product Owner for the University's Student Records System (Banner). Work closely with Information and Library Services and key stakeholders to identify opportunities for systems enhancements, and lead projects to implement them.
- Take responsibility for line, functional and budget management and policy and HR developments of the service areas and teams for which the Assistant Director is directly responsible.
- Lead the development of a range of effective communication strategies within the directorate, the University and with External Partners, including through the development of a set of both web and paper based operating manuals to provide authoritative information on policy and procedures and through the extension of on-line developments.
- Work towards national benchmarks and service accountability.

Generic:

- Promote, develop and embed consistency of service quality and student experience across the services under direction.
- Embed a culture of continuous quality improvement based on effective impact assessment, statistical recording and analysis including annual reporting, stake-holder feedback and representation in all aspects of service development. This will include working towards agreed external quality kite-marks.
- Lead on change management within the administrative service areas for which the Assistant Director is directly responsible, including through business re-engineering, to streamline processes and improve services to students and faculties.
- Contribute to the development of student services across the University.
- Manage overall service budgets and resources, as required
- Chair or facilitate the work of decision making bodies such as committees, project groups, task and finish groups or user fora.
- Take a lead role in representing the department at appropriate decision making bodies, committees, working groups, task and finish groups and other relevant fora
- Help raise the profile of the Directorate of Student and Academic Services as a professional, innovative and efficient service

- Participate as a member of the Senior Team and to deputise for the Director of Student and Academic Services when appropriate.
- Other such duties as may be required by the Director of Student and Academic Services

Managing Self

- Well-developed communication and presentation skills with the professional qualities needed to gain confidence and respect from all stakeholders and university colleagues.
- Well developed leadership and management skills, capable of adjusting style and approach to maximise team and individual performance and motivate staff.
- Successful organisational skills with a high level of competency using Microsoft Office.
- Able to prioritise workload and meet competing deadlines successfully with a good track record of successfully achieving objectives.
- A methodical approach to tasks with attention to detail and an ability to analyse complex problems and advise on appropriate solutions.
- Excellent customer focused skills, able to build successful relationships with a wide set of internal and external stakeholders and staff at all levels.
- Able to manage and control a budget effectively.
- Ability to implement procedural and organisational change and contribute towards significant policy development
- To have a willingness to develop professionally, maintaining a knowledge of relevant policy and practice issues within Higher Education and developments within the sector

Core Requirements:

- Adhere to and promote the University's Equality, Diversity and Inclusion policies
- Ensure compliance with Health and Safety regulations
- Support and promote the University's sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the university's negative environmental impacts wherever possible.

Additional Requirements:

- Participate in internal and external networks, committee meetings and working groups, delivering high quality papers and presentations, representing the university as required.
- Any other duties as appropriate to the post and grade
- A willingness to travel to or for work from any of the university's sites as necessary

KEY PERFORMANCE INDICATORS:

- Contribution to university student satisfaction strategies and outcomes
- Successful audit and accreditation outcomes
- Compliance with relevant legislation and requirements of external agencies
- Compliance with relevant HE regulatory frameworks
- Effective contributions to university strategic plan
- Effective contributions to Directorate of Student and Academic Services strategic and operating plans

KEY RELATIONSHIPS (Internal & External):

- Director of Student and Academic Services
- Student and Academic Services Directorate Leadership Team members
- Student and Academic Services Strategic Management Group members

- Student and Academic Services teams under immediate direction
- Other Student and Academic Services teams
- Members of the VCO, as relevant for the work of the Student and Academic Services teams under immediate direction
- Directors of Professional Service directorates and senior role holders within the directorates
- Faculty staff: FOOs, PVCs, DPVCs, and Faculty Directors
- GSU representatives
- Applicants, students and graduates
- External agencies and bodies, relevant to the work of the Student and Academic Services teams under immediate direction

PERSON SPECIFICATION	
Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Experience of strategic management and development in a large and complex corporate environment • Experience of leading, motivating and managing large teams in a service-focused or customer-facing environment • Experience of giving direction to others on managing and prioritising team workloads, frequently operating under pressure and to tight deadlines • Expert knowledge and understanding of the UK HE sector and regulatory frameworks, or a demonstrable ability to develop quickly this • Experience of the strategic application of IT and web based systems in the delivery of services. <p>Skills</p> <ul style="list-style-type: none"> • Effective leader and manager of multi-skilled, multi-professional task-oriented teams. • Ability to lead strategic planning and development activities • Ability to project manage, to lead business re-engineering processes and to co-ordinate initiatives, often working to tight deadlines. • Professional, tactful and effective communicator and networker with an ability to project a positive image of the directorate and the university at a variety of levels • Excellent interpersonal skills with an outcomes-focused approach to service development and delivery • Excellent verbal, written and presentation skills • Strong analytical and problem-solving capabilities 	<p>Experience</p> <ul style="list-style-type: none"> • Demonstrable experience of innovative skills • Experience of operating across HE sector networks <p>Skills</p> <ul style="list-style-type: none"> • Ability to facilitate the work of decision making bodies or groups, such as committees, project groups, task and finish groups or staff groups

- Flexibility with an ability to provide direction to other teams, not under immediate direction, from time to time
- Ability to appreciate equality, diversity and inclusion as feature of service operations

Qualifications

- Educated to Degree level or equivalent
- Membership of a relevant professional body (e.g. AUA, AMOSSHE, CMI)

Qualifications

- A postgraduate management qualification
- Assessed membership of a relevant professional body (e.g. AUA, AMOSSHE, CMI)