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| Last updated: | 25th January 2023 |

**JOB DESCRIPTION**

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| Post title: | **Executive Director of Student Administration & Academic Affairs** | | |
| Academic Unit/Service: | Student Experience | | |
| Faculty: | Professional Services | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 7 |
| \*ERE category: | n/a | | |
| Posts responsible to: | Senior Executive Director, Students & Infrastructure (Deputy Vice President Operations) | | |
| Posts responsible for: | Academic Registrar (L7), Associate Director (L6) x 4 (Total ~ 350) | | |
| Post base: | Office-based with some and UK international travel | | |

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| Job purpose |
| The Executive Director of Student Administration & Academic Affairs is a new strategic role and has been designed to ensure the highest quality strategic leadership and management is in place for those parts of the University that deliver the elements of the student experience relating to student administration and academic affairs, including providing support for the academic community through educational and doctoral administration.  The role holder will ensure, through the leadership of their team, a University-wide system of effective academic administration from enrolment through to graduation and has cross-University responsibility for academic administrative policies, procedures and systems, and student data, and will play a key role in effective integration of provision and services.  The role is responsible for the development, leadership, resourcing, and management of service provision including Student Hubs (delivering the majority of front-line digital and in-person support to students, and Registry Services); taught programme administration; student systems; Doctoral College administration; and, the Office of the Academic Registrar, the home of quality assurance and enhancement, TNE, educational governance, compliance, student returns, and student complaints, appeals and discipline.  The role is critical to providing an enhanced student experience and contributing to the achievement of both the institutional Strategy and related strategic plans. Critically, they will be responsible for the rapid and measurable improvements of processes and systems to ensure a best-in-class student administration function. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | **Strategic Development and Stakeholder Engagement**  Lead and develop institutional strategies and operating plans that will ensure the delivery of a high-quality student and staff experience across:   * Student Hubs, designed to resolve queries digitally and physically at first point of contact. * Student systems and processes, to ensure best in class, frictionless back-office processes and systems for students and staff. * Quality assurance, enhancement, and compliance. * Doctoral College administration. * Taught programme administration, designed to provide School and Faculty level support for education.   Lead cross-University strategic initiatives to develop the administrative elements of the student and staff experience.  Ensure the continuous review, development and implementation of regulations, processes and systems to enable us to meet our strategic goals and our regulatory requirements.  Lead the elements of the Education and Student Experience Strategic Plans focussed on reducing friction in processes and ensure the infrastructure is in place to deliver new innovative methods of learning, teaching and assessment.  Represent the University of Southampton nationally and internationally at the highest levels in relation to student experience, student administration and student systems, raising profile, identifying & delivering partnership/business opportunities and advising senior management accordingly. | 30% |
|  | **Strategic Leadership**  Provide strategic leadership of the **Student Administration & Academic Affairs** division, leading and developing the 5 major teams within the Directorate:   1. Office of the Academic Registrar (inc. Quality Assurance and Enhancement, TNE, Complaints & Appeals, Student Discipline, Educational governance and Compliance & Statutory Returns) 2. Student Systems (including review of process design) 3. Taught Programme Administration 4. Student Hubs 5. Doctoral College Administration   Ensure effective deployment of resources to allow for delivery of the various relevant strategies and University of Southampton ambitions.  Ensure high quality, consistent and harmonised processes are in place, eliminating duplication and driving efficiency of service.  Provide high-quality management information to University Council, the Executive Board and governance committees (including Senate, Education & Student Experience Committee and relevant sub-committees) to report on performance and to support decision making.  Continually review activities and resources to ensure that the operation is efficient and offers the best return on investment and value for money, with appropriate resource allocated to the right tasks.  Maintain oversight of the University's Student Records Systems to lead the development of systems and processes in this regard.  Sponsor a range of strategic major projects designed to deliver our Strategy and Strategic Plans. | 25% |
|  | **Management**  Responsible for the budgets, management and delivery of student administration and academic affairs activities including in-year monitoring and reporting. (equating to circa £15million).  Provide professional strategic leadership to the staff of the department and to ensure that effective recruitment, induction, support, development, and training procedures are in place and in line with the Student Experience directorate to enable staff to fulfil their potential and meet best practice in their professional areas.  To review resource levels to ensure the right resource is allocated to the right activities in line with student number plans.  To develop, implement and resource the delivery of student administration, including student records; timetabling of teaching and assessment; enrolment, progression, assessment; design and application of cross-institutional policy, processes, and systems.  Ensure that the University complies with the relevant legislation, regulations, and ordinances with regard to all its matters of academic administration, processes and procedures.  Own and carry out appraisals and annual reviews of relevant staff and other line-managed staff, ensuring that all staff understand their contribution to the division and to the University Strategic Plan, so that they can develop their skills and improve their performance.  Ensure that staff are aware of, and comply with, relevant legislation, and to take responsibility for understanding and implementing the University’s policies and procedures including those governing Health and Safety, Equal Opportunities, copyright, data protection, freedom of information and disability, across the whole of the area.  Guide the use and development of University Student Information Systems (including Banner, our SRS) working in partnership with the technical system owners. | 20% |
|  | **Planning**  Develop, review, and monitor service standards and service level plans.  Inform and develop operational plans against overall student experience targets.  Lead and develop business continuity plans to enable business operations to be maintained following the failure, or damage to, vital services or facilities. | 10% |
|  | **Engagement**  Work in direct partnership with Faculties to ensure that the work of the Division directly supports and enhances the work of the faculty, ensuring the delivery of a customer focussed and responsive service.  Integrate and optimise working practices across all functions and to develop positive links with those areas of the institution that also provide support to students (including Faculties; Student Life; Residences, Sport & Community Services; Library & Learning Services; iSolutions).  To directly support the work of the Education Management Group as directed by the Vice President (Education & Student Experience). | 10% |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5% |

| Internal and external relationships |
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| Vice President Education & Student Experience  Student Experience Leadership team  University senior management  Professional Services and Faculty colleagues  Statutory bodies including Office for Students  Russell Group Directors  External organisations including: OfS, QAA, OIA, HESA, ARC, PSRBs |

| Special Requirements |
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| Significant and wide-ranging knowledge and awareness of student administration in HE  Excellent knowledge and experience of process review and redesign and systems development  Cultural and cross-cultural sensitivity and understanding  Ability to represent the University of Southampton at senior level nationally and internationally  Support and contribute to the delivery of Student Experience frontline services, including attendance at events such as Open Days, Welcome, Ceremonies and Corporate events  Willingness to work on an on-call rota |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of a professional qualification or postgraduate degree or significant experience at a senior level in a discipline relevant to the role.  Proven leadership and management of a significantly sized team at a senior level in an academic environment  Experience of developing and delivering services in collaboration with faculty  Extensive knowledge of the post-16 educational landscape, including matters pertaining to the work of the Office for Students  Detailed knowledge of the regulatory landscape relating to student administration in universities  Proven experience of managing and controlling budgets/resources and an understanding of financial management procedures.  Experience of leading process and systems reviews and improvement programmes  Experience of reviewing service delivery structures and methodologies | Membership of relevant professional body  PRINCE2 or similar project management qualification  Qualification in Management |  |
| Planning and organising | Able to champion and oversee the Department’s contribution to the university’s strategy and to lead on the development of strategies and operational plans.  Demonstrable experience of preparing and managing budgets and of operating within these bounds  Demonstrable experience of leading major projects |  |  |
| Problem solving and initiative | Able to make judgements on significant new problems where precedent may not apply  Able to develop innovative solutions and practical implementations for strategic change. |  |  |
| Management and teamwork | Able to implement successful change management initiatives and formulate strategic plans that reflect and support the priority needs of the university  Able to recognise and deal with obstacles and difficulties so that teams can deliver  Able to demonstrate leadership and to raise performance standards throughout own work areas  Able to demonstrate that have developed, led and implemented service improvement initiatives and process reviews |  |  |
| Communicating and influencing | Able to establish and build major relationships with key stakeholders  Able to use influence to develop positions or strategies  Excellent written and oral communication skills, with the ability to adapt communication to fit the intended audience  Experience of implementing cultural change, particularly within the context of the ‘student journey’ and within a learning environment |  |  |
| Other skills and behaviours | Able to lead and manage change through an organisation  Able to demonstrate alignment with the University’s core values in all areas of work, and champion those behaviours  Flexible approach with the ability to adapt to the changing demands within student experience, and Higher Education  Able to manage multiple workloads and prioritise service demands  Self-motivated and able to motivate others  Excellent IT skills, including Microsoft Office suite  Experience of development of student systems | Knowledge and understanding of current issues relating to the provision of modern, user-focused student administration processes. |  |
| Special requirements | Significant and wide-ranging market knowledge and awareness  Cultural and cross-cultural sensitivity and understanding  Able to represent the University of Southampton at senior level nationally and internationally  Connections to relevant sector networks  **Embedding Collegiality\*** (see below)  As a Line Manager role model the Southampton Behaviours and work with the management team to embed them as a way of working within the department. |  |  |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |

Embedding Collegiality

Collegiality represents one of the four core principles of the University; Collegiality, Quality, Internationalisation and Sustainability and is at the heart of everything we do. Our Southampton Behaviours set out our expectations of all staff across the University to support the achievement of our strategy.

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| **All staff** | **Behaviour** |
| **Personal Leadership** | I take personal responsibility for my own actions and an active approach towards my development |
| I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly |
| I show pride, passion and enthusiasm for our University community |
| I demonstrate respect and build trust with an open and honest approach |
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| **Working Together** | I work collaboratively and build productive relationships across our University and beyond |
| I actively listen to others and communicate clearly and appropriately with everyone |
| I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish |
| I proactively work through challenge and conflict, considering others’ views to achieve positive and productive outcomes |
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| **Developing Others** | I help to create an environment that engages and motivates others |
| I take time to support and enable people to be the best they can |
| I recognise and value others’ achievements, give praise and celebrate their success |
| I deliver balanced feedback to enable others to improve their contribution |
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| **Delivering Quality** | I identify opportunities and take action to be simply better |
| I plan and prioritise efficiently and effectively, taking account of people, processes and resources |
| I am accountable, for tackling issues, making difficult decisions and seeing them through to conclusion |
| I encourage creativity and innovation to deliver workable solutions |
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| **Driving Sustainability** | I consider the impact on people before taking decisions or actions that may affect them |
| I embrace, enable and embed change effectively |
| I regularly take account of external and internal factors, assessing the need to change and gaining support to move forward |
| I take time to understand our University vision and direction and communicate this to others |

Line Manager Expectations

The statements below provide additional clarity on what is expected of our line managers and supervisors.

**Managing People:** Manage and support your peoples work productivity, performance, wellbeing and development to maximise their contribution and enable personal growth.

**Managing the Student and Customer Experience:** Ensuring our students and the customer are at the centre of everything we do, always considering their needs before acting, to ensure we deliver a high quality experience every time.

**Managing Financial Decisions:** Make well informed and timely financial decisions with an understanding of the consequences and impact on the financial sustainability of the University.

**Managing Compliance:** Understand and apply the University regulations, policies, guidelines, and legal requirements to ensure continued operational compliance.

**Managing Risk:** Identify potential risks, assess probability and impact and take appropriate steps to mitigate the risk or maximise potential benefits.