**JOB DESCRIPTION**

**Job Title:** Student Services Centre Manager

**Department / Unit:** Student Services Centre, Student Administration

**Job type** Full-Time - Permanent - Professional Services

**Grade:** RHUL 8

**Accountable to:** Director of Student Administration

**Accountable for:** The Student Services Centre Team

**Purpose of the Post**

Student Administration is responsible for all central administrative functions involved in the student lifecycle. The Student Services Centre within Student Administration has been designed to provide a central point of contact for all non-academic enquiries and services, making it easy for students to obtain the information and help they need. The department is focused on delivering an excellent student experience by developing and delivering effective and efficient services to support students through their journey at the College.

The Student Services Centre Manager is responsible for managing the Student Services Centre to ensure that the service operates effectively and delivers outstanding customer service. They will drive the Student Services Centre’s vision and service standards and work closely with colleagues across the College to help provide a seamless level of support for students during their study.

**Key Tasks**

- Manage the delivery of services to students through the Student Service Centre, ensuring that we deliver on our vision and service standards.

- Work in collaboration with the Director of Student Administration to determine the priorities and strategic direction of the Student Service Centre and take responsibility for implementing developments arising from this.

- Set high level service standards for the Student Service Centre and monitoring performance against these standards, through Key Performance Indicators and feedback mechanisms.

- Lead and manage the Student Services Centre team (12.6 FTE) including the direct Line-management of the Assistant Manager and Supervisors (x3). This includes:
  - Demonstrating leadership behaviours at the appropriate level in line with the College’s Leadership Behaviours Framework.
  - Line managing members of the team, including providing appropriate supervision, motivation and support and identifying staff development and training needs.
  - Supporting the Assistant Managers and Supervisor roles in setting service standards in their areas and monitoring performance against these standards and identifying improvement and enhancement opportunities.
- Providing strategic direction to ensure that there is a culture of constant improvement.
- Workload management, including delegation of tasks.
- Overseeing the team's training plan.
- Overseeing the allocation of resources and the recruitment, selection, induction, and probationary review of the Student Services Centre Team.
- Develop the team to meet the changing requirements of the College.

- Champion improvements in services for students across the College to ensure the delivery of an excellent student experience. Including building and maintaining relationships with other professional services and academic Departments and Schools to develop the services available and ensure that students receive a coordinated experience.

- Lead on the continuous review and enhancement of services delivered by the Student Services Centre. This will include working with colleagues across the College to support the development of self-service facilities and the review and development of College Policies and Regulations.

- Oversee the delivery and development of the Student Administration Communication Strategy. This includes oversight of communications to students from Student Administration to ensure students are provided with consistent and clear messages through the most appropriate media.

- Develop and review new methods for obtaining student feedback. Undertake critical analysis of this feedback to ensure that the Student Service Centre meets, and where possible exceeds, expectations, and to identify opportunities for service improvement.

- Oversee the team training plan to ensure that staff are kept up to date and able to advise students appropriately on all services. This includes designing and delivering training sessions on key areas such as customer service and complaint handling.

- Work with other sections of the College to ensure a coordinated and efficient welcome to students starting, and returning to their studies at the College via the Induction and Integration Working Group.

- Coordinate the involvement of the Student Services Centre in all key college events including Welcome Week, Examinations and the summer and winter Graduation Ceremonies.

- Act as the authoritative point of contact for investigating formal complaints made by students or staff in relation to the Student Services Centre and any linked services.

- Oversee the promotion of the Student Services Centre within the College. This includes identifying and nominating the team for relevant awards to further promote the work of the team.

- Undertake a leading role in special projects related to the development of the Student Services Centre and the services it provides including working toward a customer service accreditation.

- Responsibility for ensuring that the Student Services Centre is compliant with relevant legislation, including the General Data Protection Regulation, the Equality Act, and Consumer Law as outlined by the Competition and Markets Authority Guidance, and UK Visa & Immigration Policy.

- Maintain an up to date knowledge of issues affecting student services in the Higher Education sector actively develop external and internal staff networks.
- Manage the Student Services Centre budget.
- Represent and deputise for the Director of Student Administration as required.

### Other Duties

The Student Services Centre is a developing function and is expected to evolve in the coming months and years.

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

### Internal and External Relationships

The following list is not exhaustive, but the post holder will also be required to liaise with colleagues in other areas, such as:

**Internal:**
- Student Administration, Admin Services team
- Student Fees
- Student Advisory and Wellbeing Services
- Student Engagement & Sport, particularly the Campus Life and Hall Life teams
- Commercial Services, particularly the Residential Services team
- IT Services
- Other Davison Building services, particularly Careers & Employability and Library
- Other professional services and academic departments/schools
- The Student's Union

**External:**
- HE Network groups