

JOB DESCRIPTION

Job Title:	Assistant Manager (Knowledge & Enquiry Management)
Department / Unit:	Student Services Centre, Student Administration
Job type	Full-Time, Fixed Term Maternity Cover until June 2022 – Professional Services
Grade:	RHUL 7
Accountable to:	Student Services Centre Manager
Purpose of the Post	
<p>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. It is expected that staff who work in this team will develop a breadth of knowledge across all professional services and demonstrate a commitment to our vision and service standards. The Student Services Centre is dedicated to providing outstanding customer service, and staff in this role are key to the success of the service.</p> <p>The Assistant Manager (Knowledge & Enquiry Management) role is responsible for the key tasks outlined below.</p>	
Key Tasks	
<ul style="list-style-type: none"> Supporting the Student Services Centre Manager to ensure the successful delivery of our services, ensuring all key performance indicators and/or service levels are met. Maintaining expert knowledge and management of all systems used by the Student Services Centre and acting as the business owner for all systems used primarily by the Centre. This includes, but is not limited to, the College Card production software and the email marketing software. Managing the appropriate configuration of systems, including access for members of the Student Services Centre team. This will include close working with IT and/or the appropriate business owner of the relevant system. Identifying and implementing developments through the use of new and existing systems to improve services and enhance the student experience. Line managing roles within the team, including providing appropriate supervision, motivation and support and identifying opportunities for staff development and training needs. Overseeing the triage and resolution of enquiries within agreed timescales. Responsibility for the development of a 'Student Services Online' platform, expanding our self- 	

service provision & make a wide range of Student Services information more accessible via an online knowledge base.

- Once established, overseeing the management of the 'Student Services Online' platform, conducting detailed reporting to assist in the development of the platform, and managing Student Services information across other platforms.
- Overseeing the operational calendar of key tasks and events and co-ordinating all associated activities.
- Managing the preparation and distribution of communications to all or targeted groups of students in consultation with the Internal Communications team and content owners in Student Administration.
- Overseeing the development of the Student Administration Communications Plan.
- Monitoring the effectiveness of communication campaigns and online resources including page views and response rates.
- Overseeing the recruitment, selection, induction, and probationary review of staff in the Student Services Centre team.
- Assisting the Student Services Centre Manager in designing and delivering a programme of training and briefing for all student-facing staff to ensure that staff are kept up-to-date and are able to advise students appropriately on a full range of enquiries & services.
- Delivering training and presentations to other teams to promote the role and services offered by the Student Services Centre & training team members on new systems and processes, producing training documentation and procedures/user guides.
- Deputising for the Student Services Centre Manager, including assisting with complaint handling and investigating complaints.
- Ensuring that processes are in compliance with relevant legislation, such as General Data Protection Regulation (GDPR) and the Equality Act 2010.
- Responding to Freedom of Information requests.
- Attending committees as appropriate.
- Maintaining an up-to-date knowledge of developments to student services within the Higher Education sector through research and networking.

The Student Services Centre team is currently working from 9am until 5pm during the 2020/21 academic year linked to changes in our service as a result of Covid-19. These hours are subject to regular review and may change in response to service offering and demand. All members of the team are responsible for supporting the Walk-In and Contact Centre services and are therefore expected to work a shift pattern (if required) to ensure that the Centre is adequately staffed during opening hours.

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 his/her 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 be required to liaise with:

- 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 the Library
- Other professional services and Schools