

Job Description

Job Title:	Student Administration Senior Manager (Enrolment and Records)
Department:	Student Administration
Job type:	Professional Services
Grade:	8
Accountable to:	Student Administration Associate Director – Student Records and Data
Accountable for:	Enrolment and Records Team
Purpose of the Post	
Student Administration is responsible for delivering core administrative functions related to the student journey from Enrolment to Completion. The Directorate is part of the wider Student Journey Division which is focused on delivering an excellent student and staff experience by developing and delivering effective and efficient services and support. Working directly with the Associate Director - Student Records and Data, the Student Administration Senior Manager - Enrolment and Records is responsible for managing and leading the Enrolment and Records team, management of the University Enrolment and Records processes. The Senior Manager – Enrolment and records will work closely with Academic and Professional Services colleagues to ensure the delivery of enrolment, accurate maintenance of student records and data quality. They will be expected to foster a relationship of knowledge, trust and understanding between service areas, working collaboratively with colleagues to continuously improve the experience for students and staff at Royal Holloway.	
Key Tasks	
• Lead and manage the Enrolment and Records team including direct Line-management. This includes: ➤ Demonstrating leadership behaviours and exemplifying the University Values. ➤ Providing operational direction and be a role model for continuous improvement, problem solving and customer service. ➤ Line managing members of the team, including providing appropriate supervision, motivation and support and identifying staff development and training needs. ➤ Responsibility for the recruitment, selection, induction, and probationary review of the team, ➤ Workload management, including delegation of tasks within the team. ➤ Setting service standards, monitoring performance against these standards and identifying improvement and enhancement opportunities. ➤ Ensuring the delivery of excellent customer service to students and other stakeholders. ➤ Developing the team to meet the changing requirements of the University.	

- Actively participating in the Student Administration Management Team, working together with other Student Administration Managers, Senior Managers, Associate Directors and Director of Student Administration to share best practice and strategically plan as a group to ensure that Student Administration is working effectively and in line with the University strategy.
- Developing effective communication networks and working relationships with internal colleagues, external networks and professional bodies, sharing information and good practice, as required.
- Managing the University Enrolment Operation, including:
 - Coordinating the main enrolment sessions
 - Working with the Admissions team to ensure a smooth transition of individuals from 'applicant' to 'student'.
 - Acting as a member of relevant planning groups and; working with individuals from across Professional Services to plan and implement communications, events and activities for students arriving at the University at the beginning of the Academic Year.
 - Working with IT to develop and run efficient systems to support the enrolment of students. This includes acting as the business owner for 'Online Sign-up' the process where students agree to the University Terms and Conditions
 - Managing the enrolment chasing process to ensure all students have completed enrolment by the required deadlines.
- Managing the Student withdrawal from study, interruption and change of degree/pathway processes, ensuring accurate updates to student records and timely reporting to external parties.
- Overseeing the Fee Billing process to ensure the accurate and efficient billing of all students. This includes contributing to and ensuring the correct implementation of the annual University Fees Paper and maintaining an up to date knowledge of Student Finance and Student Loans Company processes.
- Overseeing the Undergraduate bursaries process to ensure the allocation of Bursaries and Scholarships. Including overseeing the system and procedural set-up for the allocation and disbursement of bursaries and the annual review of Terms and Conditions.
- Overseeing that the University complies with its responsibilities as a Student Sponsor, including the processes for monitoring and reporting sponsored students, which is managed by the Student Administration Manager (Student Visa Compliance).
- Overseeing centralised attendance collection and attendance and engagement monitoring which is managed by the Student Administration Manager (Attendance Monitoring), ensuring that the processes are fit for both internal and external reporting.
- Managing the maintenance of data in the Student Record System associated with Enrolment and Records processes, including undertaking, analysing and interpreting the results of validation and other quality checks to ensure the quality of the data being collected.
- Undertaking analysis and evaluation of student data to make recommendations for the development of the University's Regulations and Policies in relation to Enrolment, Attendance and Engagement Monitoring, Fee Billing and Student Records.
- Responsibility for implementing changes to University Regulations and Policies relating

to Enrolment, Attendance Monitoring, Student Records and UKVI compliance, ensuring that these are fully embedded into administrative processes, IT systems and governance procedures.

- Acting as the authoritative point of contact for investigating formal or serious complaints made by students or staff in relation to Enrolment and Records Team processes.
- Leading on special projects related to the development of Enrolment and Records Management processes at the University.
- Maintain an up-to-date knowledge of legislation in relation to Higher Education, including Data Protection, Freedom of Information and Immigration (UKVI) legislation and ensure processes are compliant.
- Maintaining an up to date knowledge of issues affecting the Higher Education sector and actively develop external and internal staff networks.

Our Values

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

Other Duties

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

All members of Student Administration are expected to assist with Directorate, Divisional and University Events, which may include Confirmation and Clearing, Welcome Week, University Examinations and Graduation.

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

Person Specification

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(Enrolment and Records)

Department: Student Administration

Criteria	Essential	Desirable
Knowledge, Education, Qualifications and Training		
Educated to degree level or equivalent experience	X	
Knowledge and understanding of the HE sector and student life cycle	X	
Detailed knowledge of Student Record Systems and related systems	X	
Skills and Abilities		
Well-developed planning and organising skills and a proven ability to meet to deadlines and respond quickly to urgent or unexpected demands	X	
Excellent IT skills, including an understanding of systems and data integrations	X	
Excellent interpersonal skills including an ability to use tact and diplomacy	X	
A professional approach with experience of communicating with staff and customers	X	
Experience		
Experience of line management or leading a team in an administrative or operational environment	X	
Experience of planning and management of large events	X	
Experience of working collaboratively with individuals across an organisation	X	
Experience of reviewing and developing processes to improve efficiency and customer satisfaction	X	
Experience of problem-solving and responding quickly and flexibly to changing requirements	X	
Experience of using and manipulating data and analysing complex data sets to identify trends		X
Other requirements		
Self-awareness and a commitment to self-improvement and personal development.	X	
Ability to work occasional weekends or late evenings and travel to events and other external activities as required.	X	