



Job Description

Job Title:	Student Services Centre Manager
Directorate:	Student Administration
Job type:	Professional Services
Grade:	8
Accountable to:	Director of Student Administration
Accountable for:	Student Services Centre 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. 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 team is focused on delivering an excellent student experience by developing and delivering effective and efficient services to support students through their journey at the University. 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 ensure the service aligns with the University's values and service standard and will work closely with colleagues across the University to help provide a seamless level of support for students during their studies.	
Key Tasks	
• Manage the delivery of services to students through the Student Service Centre, ensuring that we deliver on the University's values and service standard. • 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 service level agreements for the Student Service Centre and monitor performance against these standards, through Key Performance Indicators and feedback mechanisms. • Lead and manage the Student Services Centre team (10 FTE) including the direct line-management of the Assistant Managers and Enquiry Management Service Senior Officer. This includes:	

- Demonstrating leadership behaviours and exemplifying the University Values.
 - Providing operational direction and being 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.
 - Providing strategic direction to ensure that there is a culture of constant improvement.
 - Workload management, including delegation of tasks.
 - Overseeing the allocation of resources and the recruitment, selection, induction, and probationary review of the Student Services Centre Team.
 - Developing the team to meet the changing requirements of the University.
- Act as the business lead for the Enquiry Management Service (Dynamics) for the Student Services business unit.
 - Champion improvements in services for students across the University to ensure the delivery of an excellent student experience. Including building and maintaining relationships with other professional services and academic departments and faculties 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 University to support the development of self-service facilities and the review and development of University Policies and Regulations.
 - Oversee the delivery and development of the Student Administration Communication Strategy. This includes oversight of communications to students from the Student Administration Directorate 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 University to ensure a coordinated and efficient welcome to students starting and returning to their studies at the University via the Welcome Group.
 - Coordinate the involvement of the Student Services Centre in all key University events including Welcome Week, Examinations and the summer and winter Graduation Ceremonies.
 - Act as the authoritative point of contact for investigating formal complaints in relation to the Student Services Centre and any linked services.

- Oversee the promotion of the Student Services Centre within the University. This includes identifying and nominating the team for relevant awards to further promote the work of the team.
- Undertake a lead role in special projects related to the development of the Student Services Centre and the services it provides.
- 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 and actively develop external and internal staff networks.
- Represent and deputise for the Director of Student Administration as required.

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 and may be varied from time to time as dictated by the changing needs of the University. 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.

Person Specification

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: Student Services Centre Manager

Department: Student Administration

Criteria	Essential	Desirable
Knowledge, Education, Qualifications and Training		
Educated to degree level or equivalent experience	X	
Knowledge and understanding of the Higher Education student life cycle		X
Skills and Abilities		
Experience of training staff and managing or leading a team in a customer-focused environment	X	
Well-developed planning and organising skills and a proven ability to work under pressure and meet deadlines	X	
Proven ability to innovate and use creative problem-solving techniques to identify and implement improvements in processes to improve efficiency and customer satisfaction	X	
Excellent communication and interpersonal skills including an ability to use tact and diplomacy	X	
Flexibility and proven ability to respond effectively to changing requirements	X	
Experience		
Excellent IT skills and a proven record of contributing to the development of technical solutions, ideally including experience of using Customer Relationship Management (CRM) systems and Student Record systems	X	
Experience of change and project management and working collaboratively to deliver a service or project		X
Complaint handling experience	X	
Other Requirements		
Occasional weekend or late evening working, as well as occasional travel to events and other external activities as required	X	
Commitment to providing outstanding customer service	X	
A commitment to self-improvement and personal development.	X	