

## Students and Programmes Hub Manager

<b>Department:</b>	Academic Registry within the Student and Academic Services Directorate
<b>Grade/ Salary:</b>	Grade 8
<b>Contract Type:</b>	Permanent
<b>Hours:</b>	35 per week
<b>Location:</b>	New Cross, London

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### Student and Academic Services Directorate

The student experience is at the centre of everything we do here at Goldsmiths. Whether it be through our research inspired teaching, an ever innovative curriculum or vibrant extracurricular and support offering, we have an unshakeable commitment to improving the experience of our diverse population.

The Student and Academic Services Directorate is the part of Goldsmiths Professional Services that leads on the development and provision of outstanding student facing services. The Directorate is responsible for ensuring that every student at Goldsmiths has an excellent student experience and provides services across the student and academic lifecycle from application to graduation and covering everything from well being services to ensuring new programmes are set up correctly.

The Directorate is at the centre of a transformation programme as we seek to make services which underpin our student experience more efficient and effective. Over the next year, we will reconfigure the ways we work; reducing silos, making better use of systems and improving compliance with regulations, policies and processes.

### Students and Programmes Hub

The Students and Programmes Hub team delivers elements of programme administration, discipline specific support and manages front line enquiries for students. The team will work closely with Academic Departments and with other teams including Timetabling, and Registry Operations to provide essential services that support staff and

operations to teach and assess learning. They will provide professional information, advice and guidance that enables students to access learning, manage their time and to complete their studies successfully.

## **Job description**

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Reporting to: Deputy Academic Registrar

Reports: Student and Programmes Hub Coordinators and Assistants.

### **Summary:**

Managing a team supporting a cluster of academic departments/units, the Students and Programmes Hub Manager will work closely with senior academic leads, including Faculty Deans and Associate Deans, Heads of Academic Departments and Programme Convenors to deliver consistent management and delivery of multi channel front line services, elements of programme administration and discipline specific services. Responsible for effective delivery of relevant central services across programmes ensuring timely and effective delivery in accordance with College priorities, timelines and policies. Ensuring consistency of processes, quality and efficacy of service, the role holder will ensure the team provides a high level of support to students and academics. Providing leadership for Coordinators and Assistants, allocating resource to ensure consistent and effective service delivery and delivering training across the team to enable and embed service resilience. Working with teams across the Student and Academic Services Directorate, Timetabling and Student Casework to ensure delivery against the operating plan and working together to anticipate and address service challenges.

### **Main duties:**

#### Management

- Working closely with the Deputy Academic Registrar and senior academic leads, including Faculty Deans and Associate Deans, and Heads of Department to contribute to operational planning, delivery of high quality services and managing change.
- To manage resources effectively across the team, working with other Students and Programmes Hub Managers
- To manage changes to processes, systems and ways of working across the College.

- To work closely with professional services teams, technical teams and other departmental staff, as necessary, to deliver effective and efficient student facing services

#### Service Delivery

- To manage multi-channel front line services for students on programmes across a cluster of academic departments/units, ensuring they receive consistent information, advice and guidance.
- To develop an integrated operating plan covering key elements of programme administration.
- To have detailed knowledge of programme structures for the academic departments supported by the team and ensure key administrative activities are resourced across the different phases of the student lifecycle, including any discipline specific activity.
- To manage administrative activities supporting Personal Tutoring
- To manage services to support Student Voice within relevant departments (e.g. Student Representation, Student-Staff Forums)
- To monitor and review service delivery on a continual basis to ensure compliance with timeframes, expectations, key performance indicators and service level agreements, providing feedback to team members and setting clear expectations. Address contemporaneous and medium-term issues and flag longer term issues to relevant colleagues.
- To coordinate the completion of health and safety risk assessments for programmes.
- To develop and improve services, in liaison with other Hub Managers and the Deputy Academic Registrar, by obtaining and responding to feedback from students and academic departments, identifying and implementing new ways of working To work flexibly as part of a team, supporting others in times of high-volume activity, and reporting on resource issues to the Deputy Academic Registrar in a timely manner, covering staff absence as and when required.
- To undertake local line management life-cycle processes, from recruitment, through induction, probation, performance management, enabling development and training activities and completing exit processes.
- To manage stage one complaints relating to the service area, resolving them quickly, and have oversight of stage one complaints where they are reported to the Students and Programmes Hub team.

- To contribute to the development of and ensure the effective implementation of regulation, policy and procedure of relevant areas of student and academic administration.
- To act as a coordinator for the Hate Crime Reporting Centre ensuring front line staff understand reporting procedures.

#### General

- You will be required to undertake any other duties as may reasonably be required.
- Ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity.
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy.

### Person Specification

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The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be short-listed for interview. The Desirable criteria sections show attributes which would enable the applicant to perform the role more effectively with little or no training.

<b>ID 004</b>	<b>Essential Criteria 1 - Qualifications</b>
	First Degree or equivalent experience
	<b>Essential Criteria 2 - Experience</b>
	Experience of having a longer term view of service provision, and the ability to plan for both the immediate future and the longer term where developments may be in progress.
	Experience of managing stakeholders' needs and expectations

	Experience of successfully developing and implementing processes and procedures which underpin new ways of working.
	Experience of managing a range of services to support students and academic administration
	Experience of addressing complaints and service setbacks in a professional and efficient manner
	Experience of using data to inform service and process improvement, and distilling key management information
	Experience of managing a team and line management.
	<b>Essential Criteria 3 – Knowledge</b>
	Knowledge and understanding of core academic and administrative functions in higher education, including knowledge of working within academic regulations and policies.
	Excellent working knowledge of Microsoft packages and confidence in learning new systems
	<b>Desirable Criteria 3 - Knowledge</b>
	Knowledge of the broad issues affecting the sector and their potential impact.
	<b>Essential Criteria 4 - Skills</b>
	Ability to communicate complex information clearly, concisely, and persuasively; highly developed negotiating and influencing skills.
	Excellent organisational and time management skills, with the ability to prioritise effectively and delegate tasks appropriately and work to tight deadlines
	Strong numeracy skills and ability to extract, analyse and present complex numerical data
	Effective, data driven decision making ability, and able to exercise independent judgement.
	Good IT skills across Microsoft Office suite and a willingness to learn new packages as required.

	Ability to motivate staff to work towards team goals and institutional objectives, coaching the team to deliver consistently high standards within deadlines.
	<b>Desirable Criteria 4 - Skills</b>
	Ability to use and contribute to the development of IT systems as they relate to student administration, for example, attendance monitoring and CRM systems.
	<b>Essential Criteria 5 - Other</b>
	Experience of proactively advancing equality for diverse student and / or staff communities (for example, people of colour, disabled people, people of diverse faith backgrounds, LGBTQ+ people and other marginalised groups).