

Job Description

Job title	Deputy Head of Academic Administration
School / department	Academic Administration
Grade	7
Line manager	Head of Academic Administration
Responsible for (direct reports)	Deputising for the Head of Academic Administration across all Schools and Colleges with a focus on partnerships and apprenticeships
Date of creation	16/11/2021

Main purpose of the job

To support the Head of Academic Administration in managing the administrative function within academic School/Colleges ensuring a high-level service is provided to students and academic staff across the academic cycle. To support learning and teaching activities across the University by cultivating positive business relationships internally and externally and establishing continuous process improvement to develop the service in line with the evolving needs of the University

Key areas of responsibility

1. To lead the School/College Academic Administration Managers and their course administration teams to develop sector best practice across all teams. To be responsible for the training, development and motivation of the Academic administrative team, establish professional behaviours and develop operational service delivery which complies with Academic Registry regulations and procedures.
2. To maximise the effectiveness of the administration supporting the student experience by working closely with the academic Heads of Schools and Colleges, Heads of Services and Academic Registrar, to monitor, review and develop the service appropriately and ensure the business needs of the University are met.
3. To ensure an equivalent level of efficiency and effectiveness in the assurance and delivery of service provided to course delivered with all partners.
4. To support academic departments to manage student administration in compliance with the university regulatory framework.
5. To cultivate positive working relationships with academics, students and senior management to support and enhance the student experience by managing the interface and understanding between administration in academic School/Colleges and other areas of the University to ensure high levels of service
6. To ensure a timely flow of information to central departments to support effective operational planning, delivery, monitoring and review of student life cycle activities including induction, registration, timetabling, course and module records, assessment and award.
7. To set the annual schedule of administrative work for academic departments, leading on day to day activities supporting university procedures e.g. enrolment, assessment, attendance monitoring, module allocation and compliance activities and to ensure the accurate and timely provision of information to Registry to enable their maintenance of a definitive student record.
8. To standardise procedures and operate an agile management of resources which supports an efficient and effective service providing a responsive approach to the business needs of the University in line with the institutional strategic vision.
9. To be an active citizen within the University willing to undertake and assist in University wide events such as Open Days and Graduation Ceremonies and to undertake any other requirements commensurate with the seniority of the post.
10. Promote a culture of excellence in service delivery in all activities and instil a 'can do' attitude in all staff

Dimensions / background information

The needs of the University and of Academic Administration will vary over time and the post-holder is expected to be flexible in responding to these changing needs.

Person Specification

	Criteria	Essential or Desirable ¹	Demonstrated ²		
			Application	Interview	Test / Exercise
Qualifications and/or membership of professional bodies	Example Criteria	Essential	x	x	
	Good first degree (or extensive relevant work experience at a senior level in academic administration leadership and management)	Essential	x	x	
	Relevant professional qualification/accreditation (e.g. Accredited Member of the AUA; fellowship of the HEA)	Desirable	x	x	
Knowledge and experience	Knowledge and understanding of higher education policies, current national developments and issues relating to both teaching and research.	Essential	x	x	
	Clear understanding of academic quality assurance issues and management processes in higher education, and their practical application.	Essential	x	x	
	Knowledge and understanding of academic regulations and policies applicable within a higher education context and experience of applying / developing these regulations	Essential	x	x	
	Experience of working within a committee system to influence and develop policy.	Essential	x	x	
	Experience of using student record systems and/or other databases to manage data and provide reports.	Essential	x	x	
	Familiarity with higher education data requirements e.g. OFS, HESA, HESES, TEF.	Essential	x	x	
	Knowledge of the work undertaken in Student/Academic Administration/Registry setting including experience of working at a senior level in a higher education institution	Essential	x	x	
	Leading and managing a number of elements of the work carried out in an Academic Administration in the delivery of services to students and academic colleagues, including quality of marks entry and calculations, assessment boards, curriculum, course and module administration, provision of front-line services, support for partners, and compliance with and academic regulations and PSRB, external	Essential	x	x	

	government and regulatory body requirements.				
	Experience of developing student-facing administrative processes, procedures, forms and communications within a higher education context	Desirable	x	x	
	Experience of developing regulations and policies applicable within a higher education context.	Desirable	x	x	
	Knowledge and understanding of PSRB, external government and regulatory body requirements	Desirable	x	x	
Specific skills to the job	Clear understanding of current and future student needs and expectations, and of how those needs and expectations can be identified and acted upon. Capacity to formulate and offer clear advice on complex issues of academic policy and its application, and on the interpretation of regulations and procedures.	Essential	x	x	
	Ability to extract complex data from diverse data sources to inform key management decisions and to proactively check data accuracy of areas of responsibility and to resolve data-related issues effectively.	Essential	x	x	
	The ability to managing the people, process and cultural elements of change.	Desirable	x	x	
General skills	Demonstrable commitment to continuing professional development in self and others.	Essential	x	x	
	Excellent IT skills including knowledge of data management, reporting and automation.	Essential	x	x	
	Excellent and succinct communicator, both in writing and orally.	Essential	x	x	
	Experience of staff leadership, management, and development.	Essential	x	x	
Other	Creative, enthusiastic, enjoys finding solutions to challenges.		x	x	
	A real passion for education and helping students achieve their true potential.		x	x	

Disclosure and Barring Scheme Is a DBS Check required: **DBS** (This post does not require a DBS check)

Before making a selection, please refer to the University's [Disclosure and Barring Checks Guidance for Staff](#) and [Criminal Convictions, Disclosures and Barring Staff Policy and Procedure](#). If a DBS check is required for the role, a **Check Approval Form** will need to be completed.

¹**Essential Criteria** are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements, to determine which applicants to shortlist.

² **Demonstration:** Select the Recruitment Process stage at which the candidates will have to demonstrate that they meet the criteria. Criteria which have to be demonstrated at application stage should be mentioned in the Recruitment Information Pack as Pre-Selection/Killer Questions, Shortlisting Questions or Shortlisting Criteria. Other criteria should be evaluated and tested at interview stage (e.g. through interview questions) or through additional tests, exercises or presentations. Criteria can (and should) be demonstrated at multiple stages.