

University of Derby Job Description

Job Summary

Job Title

Director of Student and Academic Services

College/Department

The Registry

Location

Kedleston Road, Derby DE22 1GB

Salary

£79,982 - £99,978, up to £114,975 for exceptional candidates

Reports To

University Secretary & Registrar

Line Management Responsibility

Yes

Job Description and Person Specification

Role Summary

The leadership portfolio of the Director of Student and Academic Services, comprises Registry (including College Services) and Student Services. This role is pivotal in ensuring the student journey is effectively managed across all levels and modes of provision and the quality assurance and standards are maintained across the student experience. It is therefore pivotal to the University achieving its strategic objectives.

Reporting to the University Secretary & Registrar the role holder will provide inspirational leadership to ensure a high-performance culture is embedded across teams and will have in-depth knowledge and understanding of Registry/Student Services and Regulatory and Assurance activities.

*Specific areas of accountability are:

1. Registry Services across HE/FE and Partnerships
2. Student Services
3. College based Registry support teams

* Student journey/experience underpin all areas of operation.

The Director of Student and Academic Services will be expected to continually improve the effectiveness, efficiency and quality of the processes and services provided by their teams, in line with the University's Strategic Framework 2030. The need to deliver an excellent student experience in a framework of compliance and assurance with regard to key regulators e.g., Office for Students (OfS)/QAA, ESFA, UKVI and OIA is critical.

The Director will act as the Deputy for the University Secretary & Registrar.

Principal Accountabilities

Leadership

- Provide a visionary perspective on what best in sector looks like, leading teams to create a talented and motivated workforce that have the ambition and capabilities to deliver a sector leading high performance culture that promotes wellbeing, diversity and opportunity for all, essential in providing the best possible student experience.
- Drive change through securing priority attention to deliver services that are integrated and modern with respect to systems and processes whilst maintaining stakeholder focus, compliance, assurance and good governance. This will require negotiation promotion across VCE/UEB to achieve buy in.
- Work closely with the Provost/Assistant Provost Teaching and Learning to ensure a joined-up approach to curriculum planning and delivery, teaching and learning, student performance, all underpinned by regulatory compliance, continual monitoring, evaluation and review.
- Exercise corporate leadership to ensure that activities are well coordinated and planned in line with the University's annual cycle of business. The post holder will be expected to engage externally to benchmark services to support accountability and to propose suitable KPI's and lead indicators to track in year performance.
- The Director of Student and Academic Services is a member of the Vice Chancellor's Executive Team (VCE) and is expected to play a full role across the whole range of the University's activity in VCE meetings. They should also build networks both internally and externally, engaging with sector groups such as ARC and AMOSSHE, OfS etc to share expertise and apply new knowledge.
- Identify and evaluate risks and options and develop operational strategies and academic regulations to manage and mitigate risks and safeguard the University's degree awarding powers.
- Responsibility for optimising student performance through strategies which look at student success, using touch points through the student journey to exercise intervention

and support, using data indicators to lead this work. Ensuring student record data is accurate and timely to enable the University to complete and submit the requisite statutory and regulatory data returns and produce management information data to support strategic planning and operational delivery across the University.

- Accountability for ensuring standards are safeguarded, curriculum and programme development is supported to enable operational delivery and that accreditation/PSRB work is governed effectively.
- Take responsibility for ensuring the University's contract with individual students in relation to academic matters is clear, fair and meets all necessary internal and external requirements.
- Work as necessary with colleagues in other areas, to ensure that the University meets its regulatory and compliance obligations, e.g., in relation to students' fees and loans, published information (OfS) and handling of student complaints.
- Lead and participate in university wide projects and in doing so make a significant contribution to strategic transformational developments aligned with the University Strategy and supporting plans.
- Maximise opportunities for digitally enabled simplification, standardisation and automation of services that support students and staff
- Leadership of the effective recruitment, induction, management, development and appraisal of all staff within area of responsibility in line with the University's HR policies and procedures, promoting effective people management practices that ensure staff are engaged and aligned to achieve effective outcomes in pursuit of the University's strategic ambition.
- Manage budgets as necessary in line with the University's Financial Regulations.

Operational Accountability

- Lead the College and Partnership Registrar team providing course and student support in each of the Colleges. This includes
 - Targeted review and analysis of student journey data, taking action to enhance retention, progression and achievement for individual students.
 - Ensure that course teams are aware of the OfS requirements, promoting compliance, assurance and good governance
 - Close working relationship with the PVC Deans, Deputy Deans and Course Directors
 - Consistency of approach wherever possible to gain operational efficiency and effectiveness.
- Lead the team managing the University's student lifecycle, ensuring the processes are efficient and are focused on the University's need to deliver excellent support for students. This will include:
 - Registration and Enrolment
 - Academic Regulations

- Fees and Student Load Company liaison
- Assessment and Graduation
- Timetabling
- Research
- Student Casework e.g., complaints and appeals
- UKVI monitoring and compliance
- Partnership operational support
- Lead the team managing the delivery of support and welfare. This covers specialist services and triage services managed through student contact areas and includes:
 - Student health and wellbeing including mental health
 - Support for students with disabilities
 - Financial support and advice for students
 - General organisation of student support through Colleges/Units
 - Delivery of Student Centre services
 - Safeguarding and Prevent lead contact.
- Lead the Registry Services and Systems team. This covers strategic development of the University's student record system, data returns and timetabling:
 - Setting student timetables working closely with colleges to maximise the student experience, staff and space utilisation
 - Develop the student record system, and associated systems, to serve the needs of students and staff in interacting with; timetables, student profile data and assessment outcomes analysis
- Ensure overall regulatory compliance and implement within year data led continual monitoring approaches at module, programme and subject level aligned to regulatory compliance.
- Take responsibility, within the University's policies for employment and health and safety at work for that of those you manage.
- Take responsibility for ongoing personal and professional development in line with the University's needs and that of the role.
- Act in accordance with university policies and procedures on employment, IT and financial management.
- In addition to the above areas of responsibility the post holder may be required to undertake any other reasonable duties in line with the needs of the University and seniority of the role.

Person Specification

Essential Criteria

Qualifications

- Honours degree
- Relevant professional qualification/Membership of professional body

Experience

- Leadership in a Higher Education setting, able to develop a high-performance culture
- Track record of delivering outstanding services to support student experience
- Achieving great service through a collaborative approach
- Implementation of innovative practice to support excellent outcomes for students and the pastoral/personal well-being of students
- Substantial experience of leading and managing staff, motivating and developing teams and individuals
- Taking a strategic perspective and providing a clear vision linked to the student experience agenda / student journey
- Leading in a highly regulated environment requiring strong governance, compliance and assurance.

Skills, knowledge and abilities

- Ability to create a work community where teams are confident to share their views, celebrate success and are proud of their achievements
- Ability to drive excellence through your work, using quantitative and qualitative approaches
- Lead transformational change which embeds new learning and experience to ensure the Registry becomes a beacon of good practice
- Resilient, proactive and adaptable to challenge and change
- Demonstrable influencing skills with the ability to work effectively alongside staff of all levels without the need to rely on formal management hierarchies
- Strong communicating skills with the ability to communicate effectively both orally and in writing with others at all levels
- Ability to use and interpret numerical and statistical data to inform decisions and contribute to discussion and decision making
- Ability to articulate complex ideas clearly in writing and to a range of audiences to influence outcomes
- Strong business skills and commercial acumen and ability to manage budgets

- Comprehensive understanding of the UK HE University systems, Office for Students and the processes which underpin the student journey
- Demonstrable understanding of the purpose of, and current approaches to delivery of Registry and student support services in UK HE University

Business Requirements

- Some overnight and national/international travel may be required.

Desirable Criteria

Qualifications

Post Graduate degree

Benefits

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

The University of Derby is committed to promoting equality, diversity and inclusion. However, you identify, we actively celebrate the knowledge, experience and talents each person brings

For more information on the benefits of working at the University of Derby go to [the Benefit pages of our website.](#)