

# JOB DESCRIPTION

**POST:**  Student Hub Implementation Manager – Fixed Term (12m)

**REF:**  JE1120

**DEPARTMENT:**  Student & Academic Administration

**GRADE**: 7

**REPORTING TO** Academic Registrar

**SUPERVISORY RESPONSIBILITY:** Student Hub Officers/Advisors

# JOB PURPOSE:

The Student Hub will provide a range of student support, information and guidance including triaging student cases, delivery of student support and making referrals to focussed knowledge areas.

The Student Hub Implementation Manager will work closely with colleagues across the University to launch the Student Hub; this will include a focus on staffing, team culture, process mapping and digital solutions.

The Student Hub Implementation Manager will devise strategies to create exemplary and consistent service excellence; ensuring processes are in place so that student issues are owned and resolved effectively, delivering high quality support to students.

# DUTIES AND RESPONSIBILITIES:

1. Establish a high performing customer service culture, seeking feedback from students and key stakeholders, designing services to reflect student needs and requirements.
2. Acting as an ambassador for the Student Hub, work collaboratively to provide strategic oversight and operational management of the development and implementation of a “best in class” Student Hub, ensuring alignment with business requirements and compliance with statutory, regulatory, and legislative frameworks and best practice.
3. Develop highly effective working relationships with colleagues in Directorates, particularly Student Success and Learning Services, to implement an effective process for the exchange of information and communication between first, second and third line student support, joined up approaches and the delivery of complimentary services that ensure a high-quality student experience.
4. Manage recruitment activities, including the development of job descriptions and, develop a comprehensive training and development programme for the newly formed team.
5. Create a template for workforce planning to meet the needs of students and the student lifecycle.
6. Lead on the development of the Student Hub “microsite” to ensure the online support provided to students is as seamless as possible.
7. Work with partners in ITS and Formus-Pro on the development of the CRM system to meet the needs of the Student Hub. Act as the interim business owner in relation to the CRM.
8. Be responsible for managing the creation of the Knowledge Base, staff and student focussed, reviewing content in collaboration with managers of the focussed knowledge areas to ensure information is accurate.
9. Work with the Director of Estates to ensure the physical infrastructure of the Student Hub meets the needs of key stakeholders.
10. Data Analysis (from CRM) and providing reports to Academic Registrar and senior colleagues.
11. Responsibility for ensuring the Student Hub will be GDPR compliant; and ensure the team are full training on relevant policies and procedures.
12. Develop a culture within the team which is supportive of students, but which also understands the importance of maintaining professional boundaries and referring to focussed knowledge areas when needed.
13. Produce and communicate clear service level agreements; implement service levels by gaining agreement on services to be provided through benchmarking and setting appropriate targets
14. Using the Target Operating Model, create documentation and process maps to be implemented as the Student Hub transitions to business as usual.
15. Develop templates for student communications; using Plain English that will engage the University’s diverse student community
16. Act as the primary point of escalation for any matters relating to the Student Hub during the implementation phase.
17. Contribute and actively participate in university wide working groups representing the views of the Student Hub during the implementation phase.
18. Manage budgets as necessary in line with the University’s financial regulations and processes.

## Plus

* Any other duties as may reasonably be required.
* Ensure that the highest standards of professional performance are maintained.
* Demonstrate a personal commitment to equality, diversity and inclusion and ensure equal opportunities are integral to the work of the department.
* Ensure compliance with relevant legislation and statutory codes of practice, as advised.
* Participate in the arrangements for performance review.
* Ensure that professional skills are regularly updated through participation in training and development activities.
* Ensure all University policies are implemented within the remit of this post.

# HEALTH & SAFETY

Under the Health & Safety at Work Act 1974, whilst at work, members of staff must take reasonable care for their own health and safety and that of any other person who may be affected by their acts or omissions.

*This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post’s main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.*

# PERSON SPECIFICATION

**POST TITLE:** Student Hub Implementation Manager

**SCHOOL / DEPARTMENT:** Student & Academic Administration

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

## Education & Training

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| **The postholder should be able to demonstrate:** | **Requirement is:** | **Assessed by:** |
| Educated to degree level or substantial relevant professional experience. | Essential | Application |

## Knowledge & Experience

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| --- | --- | --- |
| **The postholder should be able to demonstrate:** | **Requirement is:** | **Assessed by:** |
| Experience of leading high-performing, professional support teams in an organisation of significant complexity  | Essential | Application, Interview |
| Experience of developing and delivering process change and improvement and embedding a culture of continuous improvement | Essential | Application, Interview,Presentation |
| Experience of supporting teams through organisational change | Desirable | Application, Interview |
| Experience of working within a customer service environment | Essential | Application, Interview,Presentation |
| Experience of project management methodologies | Desirable | Application, Interview |
| Detailed understanding of key stages in the student journey from enrolment through to graduation and beyond. | Desirable | Application, Interview |
| Excellent standard of computer literacy with Microsoft Office applications.  | Essential | Application |
| Experience of working with case management or customer relationship managements systems (such as Microsoft Dynamics) | Essential | Application, Interview |
| Experience of writing and applying policies, procedures and guidelines | Essential | Application, Interview |
| Understanding of records management principles and legislative compliance relating to GDPR. | Essential | Application |

## Skills & Attributes

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| --- | --- | --- |
| **The postholder should be able to demonstrate:** | **Requirement is:** | **Assessed by:** |
| Personal commitment to equality and an understanding of what this means in practice. | Essential | Application, Interview |
| Strong customer focus and proven ability to build productive relationships at all levels of the organisation | Essential | Application, Interview,Presentation |
| Ability to manage and plan people and other resources to meet business priorities | Essential | Application, Interview |
| Ability to think strategically and contribute to the development and implementation of progressive and innovative plans to improve the student experience. | Essential | Application, Interview,Presentation |
| The confidence and ability to lead, advise, negotiate and influence successfully | Essential | Application, Interview |
| Excellent communication skills, both in writing and orally including the ability to communicate complex information and to resolve conflicts and stakeholder issues successfully | Essential | Application, Interview,Presentation |
| Excellent planning and organisational skills, working with a high level of independence | Essential | Application, Interview |
| Ability to work with key stakeholders to develop and write policies, procedures and template communications  | Essential | Application, Interview |
| Excellent analytical and problem-solving skills | Essential | Application, Interview |
| Ability to design and deliver training | Essential | Application, Interview |
| Ability to use judgement, tact and diplomacy when managing complex problems | Essential | Application, Interview |
| Ability to manage competing priorities, organising workloads and working independently. | Essential | Application, Interview |
| Self motivated and committed, prepared to adapt and develop new skills as required | Essential | Application, Interview |

## The Leading in York St John Framework

YSJ is my University, I choose to be here, and I show my commitment by contributing to its long-term success. This Framework is used in our Recruitment & Performance Development Reviews, please take these into consideration when making your application and in your role.

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| --- | --- |
| **Self-Assured**  | I take personal responsibility. If not me, then who? If not now, then when? |
| **Agile** | I am proactive, creative and responsive in testing solutions. I continuously adapt my Approach. |
| **Socially Aware** | I contribute my knowledge, skills and time to the broader University community. |
| **Tenacious** | I confidently and passionately contribute my ideas and support others to do the same. |
| **Open-Minded** | I communicate with empathy and positivity, without prejudice. |

## Special Features

Some weekend working may be required.