

**ROLE DESCRIPTION AND PERSON SPECIFICATION
PROFESSIONAL AND ADMINISTRATIVE STAFF**

Role Title: Progression Manager

Area: Student Recruitment & Success

Pay Band: D

Reports to: Head of Student Recruitment & Marketing

Purpose of Role:

To lead on the ongoing development and implementation of the University's progression partnerships with UK schools and colleges, and internal progression strategies. To oversee and lead progression activity and measure its impact and effectiveness.

The roleholder will be the University's lead on progression activity, ensuring that: activities are appropriately targeted, progress of learners is accurately tracked, events and programmes are rigorously evaluated and resources are targeted at focused work to achieve the highest impact.

Role responsibilities:

- To identify, establish, build and maintain progression partnerships with schools and colleges.
- To increase the recruitment of students from UK progression partners.
- To take the lead on Ravensbourne's campaign on creative/digital careers, managing the calendar of activities between Ravensbourne and partners to ensure the diarised commitment for academic visits, presentations, guest speakers and engagement / taster events are fulfilled.
- To provide the interface between Ravensbourne and its network of college and school partners under signed agreements to raise the profile of Ravensbourne to potential students, influencers, teachers and careers professionals in support of enrolment to Ravensbourne through progression arrangements.

- To be responsible for the delivery of high quality events for progression partners, including workshops, schools visits, pre-ucas interviews, mentoring, advice and guidance sessions.
- To own the continual development and implementation of the university's internal progression plans.
- To increase internal progression from FE to UG and from UG to PG within the university and to meet insititutional targets in this area.
- To be up to date with changes and additions to the university's course portfolio, identifying new opportunities for progression partners in new and developing course areas in a timely manner.
- The role covers all aspects of project and programme management, including stakeholder management, strategy and development, planning, designing, executing, monitoring and reporting on specific projects. This includes report writing for the Executive Team.
- Working with Academic teams to ensure appropriate and effective interventions are established to enable recruitment from progression partners.
- To develop and maintain relationships with an effective network of contacts in schools, further education and other learning environments, partner institutions and other stakeholders to support recruitment targets.
- To ensure all progression activity is captured within the university's CRM system.
- To monitor key pieces of student data owned by partnering schools who hold progression agreements with Ravensbourne, with a view to report to the Recruitment Group and the Executive Team.
- To evaluate the success of progression agreements and their associated activities on an annual basis to determine the benefits derived for both the Institution and partner institution.
- To seek out new opportunities for the development of progression agreements which offer the potential of mutually beneficial outcomes for both Ravensbourne and the partner institution.
- To champion Ravensbourne's internal progression strategy and work with appropriate colleagues to meet targets.
- To report regularly to the Recruitment Group on activity, and to provide one annual report on access and participation to the Executive Team.

- To support the training, development and management of the student ambassadors.
- To work closely with the Recruitment and Admissions teams to deliver successful long-term progression programmes, with effective evaluation.
- To produce and manage the budgets aligned to the progression activity.
- The post-holder will also be a key member of the Recruitment Group, and leading working groups as required.

Other

- To act as an ambassador during Open Days and Marketing & Student Recruitment events on behalf of the University, both within the UK and Overseas when required.
- Demonstrate understanding of Ravensbourne's values, culture and educational ethos and promote these through everyday practice in the role.
- Work within Ravensbourne's Code of Conduct and other Rules.
- Comply with all legislative, regulatory and policy requirements (e.g. Finance, HR) as appropriate.
- Carry out the policies, procedures and practices of Health & Safety in all aspects of the role.
- Demonstrate value and importance of equality and diversity in every aspect of Ravensbourne's work, and show commitment through everyday practice in the role.
- Work in accordance with, and promote Ravensbourne's environmental sustainability policy and practices.
- Works continuously to improve individual knowledge, skills and behaviours for the current role and for the longer-term, gaining appropriate professional qualifications/accreditation and maintaining membership of appropriate professional bodies as appropriate.
- Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.
- Perform such other duties consistent with the role as may from time to time be assigned, collaborating fully with others to get the work done and Ravensbourne's objectives achieved.

Key Working Relationships (i.e. titles of roles, both internally and externally, with which this role holder interacts on a regular basis):

Key working relationships

- All Heads of departments, both professional and academic
- UK Student Recruitment Manager
- Access & Participation Manager
- Senior Events Manager
- Academic colleagues
- Planning Manager
- Data Analyst

Resources Managed

Budgets: UK progression partnerships

Staff: N/A

Person Specification (Knowledge, Skills and Behaviours)

| | Essential | Desirable |
|---|-----------|-----------|
| <u>Core Personal Skills</u> | | |
| Minimum Qualification Required: Educated to degree or equivalent qualification at Higher Education level in a related discipline commensurate with the nature of the role. | ✓ | |
| Qualifications: Teaching Qualification such as a PG Cert or PGCE. | | ✓ |
| Professional Memberships: Qualification from a professional associations, chartered bodies or relevant subject associations, preferably with professional membership | | ✓ |
| Customer focus and service Understands the relationship between provider and customer, and the expectations of the recipient of a service. Is able to identify all such relationships in which they are involved, and with an attitude of mind that places the needs of the customer first, provides a service that fully satisfies them. | ✓ | |
| Enterprise and support for Income generation Understands the critical importance of income generation, in particular from student recruitment, and is alert to the opportunities for increasing income from existing or new sources, taking action as necessary. | ✓ | |
| Team working Works collaboratively and harmoniously within the team and more widely with all significant others to get the job done, to the satisfaction of all those involved. | ✓ | |
| Communicating and relating to others Communicates clearly orally and in writing, and in relating to others builds and maintains effective relationships openly and honestly, using every medium appropriately and with consideration for the audience, so that the messages (both ways) are understood and able to be acted upon. | ✓ | |

| | Essential | Desirable |
|---|-----------|-----------|
| <p>Organising work</p> <p>Organises work for optimum effectiveness, using all the resources, tools and methods available, so that the objectives of the role, team and organisation are met.</p> | ✓ | |
| <p>Using IT</p> <p>Makes optimum use of appropriate digital technology and IT systems in all aspects of the role, particularly the ability to operate in a Virtual Learning Environment</p> | ✓ | |
| <p>Problem solving and decision making</p> <p>Anticipates problems or issues and deals with them creatively and constructively, reaching a rational decision for dealing with the problem or issue; one that is capable of practical implementation</p> | ✓ | |
| <p>Future focussed and change-ready</p> <p>Understands their current position in the broader environmental context and is receptive to, and open minded about, change, enabling them to respond positively and creatively to changing circumstances and requirements.</p> | ✓ | |
| <p>Numeracy and Statistics</p> <p>Understands, uses and presents numerical information clearly and accurately, according to the requirements of the task in hand.</p> | ✓ | |
| <p>Core Leadership and Management Skills</p> <p>Management and continuous improvement of operational delivery</p> <p>Leads and manages the operational delivery of a course or service, ensuring that standards are met and delivery continuously improved, to the satisfaction of those who pay for and/or receive the service</p> | ✓ | |
| <p>Strategic and Business planning and implementation</p> <p>Leads and manages the identification, articulation and implementation of strategic and/or business plans</p> | ✓ | |

| | Essential | Desirable |
|---|-----------|-----------|
| <p>Team leadership and Management</p> <p>Leading and managing team(s) successfully towards specific agreed outcomes in ways that engage, motivate and develop team members</p> | ✓ | |
| <p>Project Management</p> <p>Leads a Project throughout its life cycle, using the methodology to ensure the Project achieves its agreed purposes.</p> | ✓ | |
| <p>Resource Management</p> <p>Ensures that the resources required are available at the right time and in the right place, and appropriately monitored, so that the work can be done effectively and efficiently</p> | ✓ | |
| <p>Staff Management</p> <p>Ensures that all staff managed are properly, deployed and developed in their role, and are enabled to make their contribution to the achievement of short and medium term objectives and longer-term organisational success</p> | | ✓ |
| <p><u>Professional and Administrative knowledge and know-how</u></p> <p>Service Knowledge and its application</p> <p>Maintains, develops and applies comprehensive knowledge of all aspects of the service in ways that are proportional to Ravensbourne's nature, scale and complexity, and keeps that knowledge and its application up to date and relevant</p> | ✓ | |
| <p>Professional context</p> <p>Develops and maintains an understanding of how developments in the professional, legal, regulatory and educational contexts impact upon own role specifically, and Ravensbourne more generally</p> | ✓ | |

| | Essential | Desirable |
|--|-----------|-----------|
| <p><u>Professional and Administrative service delivery, systems and processes</u></p> <p>Delivering the service</p> <p>Delivers the service, or that part of it as specified in the role description, to the standards required, and contributes to its continuous improvement</p> | ✓ | |