Ravensbourne University London

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

Role Title: **Head of Academic Administration & Student Engagement** **Service:** Academic Operations **Pay Band:** E **Reports to:** Head of Academic Operations

Purpose of Role:

Effective leadership of Lead the Academic Administration and Student Engagement teams to ensure efficient and effective delivery of administrative support to academic departments and oversee the implementation of the university's attendance and engagement regulations.

Contribute to the development and delivery of strategy, regulations, operational plans and cultural change to develop a professional, efficient and strategically focused service for academic departments, students and the wider business. Ensuring a coordinated, consistent and compliant approach and the delivery of excellent customer service.

Role Responsibilities:

- Lead, motivate and develop the Academic Administration and Student Engagement teams, encouraging behaviours that reflect University values.

- Effectively manage direct reports undertaking the full range of management responsibilities, ensuring their effective working against institutional priorities. This includes managing performance, conducting annual performance and development reviews, identifying training and development needs, workforce planning, staff recruitment and induction.

- Lead the attendance and engagement team to effectively implement the university's attendance and engagement regulations. Ensure timely interventions for students at risk and compliance with UKVI requirements in collaboration with the visa compliance team.

- Ensure the university is using a robust and effective methodology for measuring student engagement, liaising with academic and relevant service colleagues to review and oversee implementation.

- Lead the academic administration team to ensure effective, efficient and consistent delivery of administrative support to academic departments.

- Set and monitor service standards and foster an environment of continual improvement across the team, delivering and embedding change where required.

- Review, revise and implement relevant processes, procedures, policies and supporting documentation ensuring that they reflect best practice and regulatory changes.

- Act as system owner for the university's attendance monitoring system. Liaising with IT and the supplier and playing a key role procurement processes if required.

- Provide strategic support and input to the Head of Academic Operations in ensuring the service meets the requirements and needs of the business and operates as an effective and efficient administrative function.

- Provide advice and guidance to colleagues and students on policies, procedures and processes and their development.

- Produce and report on management information in a timely manner to inform strategic decision making

- Effectively manage delegated budgets and resources.

- Develop and maintain professional networks, keeping up to date with sector developments and best practice, sharing information and utilising this knowledge improve service delivery.

General:

- 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, UKVI) 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:
- Heads of Department, Course Leaders, course teams
- Colleagues in Academic Operations
- Colleagues in service departments including; Registry, Student Services, HR, Finance and Compliance
- Students

Resources Managed

- Attendance Monitoring System

Budgets:

- Yes

Staff:

- Yes

Other (e.g. equipment; space)

- N/A

Person Specification

	Essential	Desirable
Education:		
Undergraduate degree or equivalent professional qualification	✔	
Relevant management or project management or continuous improvement/lean qualification		✔
Knowledge & Experience		
Experience of successfully managing teams in an HE environment with evidence of excellent people management skills and the ability to motivate and manage staff	✔	
Experience of attendance and engagement monitoring including using attendance/engagement systems and complying with UVKI regulations	✔	
Experience of delivering excellent administration service and provision of support to academic departments.	✔	
Experience of successfully managing change	✔	
Experience of developing, reviewing and implementing effective systems, processes and procedures.	✔	
Experience of contributing to strategy and regulation/policy development	✔	
Experience of processing, managing and storing data in line with GDPR	✔	
Experience of budget and resource management	✔	
Good knowledge and understanding of university regulations and external regulatory frameworks and issues facing HE.	✔	
Experience of acting as a system owner and/or working on the implementation of IT systems		✔
Skills, Abilities & Behaviours		
Customer focus and service: Has a strong customer service focus and the ability to manage stakeholder relationships and expectations.	✔	
Team working: Works collaboratively and harmoniously with staff, students and external organisations	✔	
Communication: Communicates clearly both orally and in writing. Maintains effective relationships openly and honestly, using appropriate communication channels with consideration for the audience, so that the messages (both ways) are understood and	✔	

able to be acted upon.		
Organising work: 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	✔	
Using IT: Makes optimum use of appropriate digital technology and IT systems in all aspects of the role, including the ability to operate in a Virtual Learning Environment	✔	
Problem solving and decision making: Anticipates problems or issues and deals with them creatively and constructively, asking for support if required.	✔	
Future focussed and change-ready: Is receptive to, and open minded about, change, enabling them to respond positively and creatively to changing circumstances and requirements	✔	
Numeracy and Statistics: Understands, uses and presents numerical information clearly and accurately, according to the requirements of the task in hand	✔	
Service Knowledge: Maintains, develops and applies comprehensive knowledge of all aspects of the role and keeps that knowledge and its application up to date and relevant	✔	
Professional context: 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	✔	
Continuous improvement: Has a continuous improvement mindset and actively makes or suggests improvements to processes and working practises	✔	