1. **Job Details**

   **Job Title:** Deputy Head of Student Administration Services  
   **School/Support Department:** Student and Academic Services Group  
   **Unit (if applicable):** Registry  
   **Line Manager:** Head of Student Administration Services, Registry  

2. **Job Purpose**

   To organise, manage and deliver all the operational activities and resources which are the responsibility of the Student Administration Services, deputising for the Head of Group, and acting as Head of Group in his/her absence.

3. **Main Responsibilities**

   1. Responsible for the management of both permanent and temporary staff, which involves supervision and support for a team of 17 permanent staff. This includes performance monitoring to ensure that all staff achieve their potential and that all are contributing equally to the work of the section, ensuring that milestones are being achieved. It includes management of the Registry’s busy front office, ensuring that a customer focussed service is provided to a wide range of enquiries whether in person, by telephone, by e-mail or by post.

   2. Responsible for the operational management and delivery of registration, and examination of 22,500 students and for the graduation of 4,500 students annually. This includes for the registration process the oversight of preparations and production of guidance notes, and student support literature, appointment of temporary staff, staff allocation, data entry, venue management and for the examination process, timetabling, resource management (including invigilators and venues) and collection of results. The graduation ceremonies are high profile public events which require careful management in order to deliver a high value experience to students, their families and friends.

   3. Responsible for the continual audit of business processes and for the identification of business process re-engineering opportunities and for bringing those projects requiring IT solutions to the attention of the Head of Group.

   4. Responsible for the organisation of the bi-annual contribution plans and reviews of the team leaders and clerical staff and for ensuring that training requirements are identified and delivered. Responsible for the delivery of team leader reviews.

   5. As a member of the Registry Operational Management Group has responsibility for contributing to the operational management decisions of Registry.

4. **Planning and Organising**

   - Assisting the Head of Group in the development and implementation of policies within the section and Registry; developing operating procedures, forms and systems; plans; developing and facilitating changes in procedures, forms and practices, work flows, and equipment.

   - Lead responsibility for the operational organisation of the registration activity. Has knowledge of the organisation and management of examinations and has operational responsibilities for specific parts of the delivery of the graduation activity. Effective and efficient delivery of registration, examinations and graduations, impacts on the whole life cycle of the students, on the University’s revenue from fee recovery, and on the University’s image as a direct result of the student experience. In conjunction with the Head of Group, planning/reviewing the workloads of the section on an annual/quarterly/monthly/weekly basis to ensure that the milestones are being achieved and that the daily on-going service demands are being achieved.

   - In conjunction with the Head of Group, planning the implementation of new business processes ensuring that these do not conflict with timings of the delivery of core business activities.

   - Assisting in controlling the expenditure of the Group ensuring adherence to the annual budget.

5. **Problem Solving**

   - Responsibility for the operational organisation and delivery of the main activities. In this role must monitor progress. This requires an in depth knowledge of what needs to be achieved within a certain timeline, understanding what progress has been made and being able to assess accurately what time is required to complete the task/s and from this analysis making the correct adjustments to the priorities.

   - Implementing new business processes involving close monitoring of the processes to ensure completion of the task as well as confirming effectiveness. This results in making adjustments to working practices and providing hands-on support to staff as they work through the new processes.
• Identifying, monitoring and coordinating with the team leaders the day to day work of office staff including reviewing work performance, motivating staff to work more effectively, identifying problems with performance and developing solutions to these problems.

6. Decision Making
• Providing support to the Head of Group on prioritising the operational activities of the Student Administration Services Group. The post holder has the autonomy to organise staffing arrangements and appoint new permanent and temporary staff members.
• As the lead for the Registration activity has the autonomy to assign the staff resource to the different area/roles, to source and recommend for new business processes i.e. devolving the collation of material to an outside provider achieving a reduction in overtime and therefore costs, design and recommend a communication strategy, design the layout and ensure that the service is being delivered in a cost effective way. Reports to the Head of Operations and Head of Group on progress and new developments.
• In the absence of the Head of Group has delegated responsibility for the management and delivery of the examination diets including responsibility for in-day problem solving.
• Has specific responsibility for student and hall management for the graduation ceremony. This involves being able to make immediate decisions on what actions are required to ensure that the ceremony runs smoothly and on time, and in doing so ensuring that the quality of the student experience is not compromised or the ceremony brought into disrepute.
• Influencing the operational decisions of Registry as a member of the Operational Management Team.
• Deciding, in collaboration with the Head of Group, what changes will be required to the current student administration business processes to meet the requirement of the new student record system - EUCLID.

7. Key Contacts/Relationships
• Close working relationships with Colleges, Schools, academic staff with reference to the improvement of business processes, dealing with student complaints, resolving operational difficulties, making arrangements for ‘non standard’ students, for example in relation to registration.
• Relationships with Associated Institutions such as Institute for System Level Integration (ISLI), Scottish Agricultural College (SAC), HE institutions with whom the University of Edinburgh run collaborative degree programmes, other educational institutions.
• Works closely with the other Deputy Head of Group within Registry and the Head of Operations as part of the Operational Management Team.

8. Knowledge, Skills and Experience Needed for the Job
• Must be educated to degree level with at least two years experience of working in a Registry or a Student Support Service within a Higher Education institution.
• Must have the ability to manage staff, to organise, prioritise work and provide guidance and support to staff.
• Communication – must be able to communicate effectively with other sections within the University, as well as external bodies such as the Student Loans Company, the Student Awards Agency for Scotland and Local Education Authorities.
• Must have good organisational skills and the ability to react to ever changing demands, and to handle several different high priority tasks at once.
• Must be able to work with minimum supervision in an accurate and consistent fashion and must be able to maintain high standards when working under pressure.
• Systems development – able to devise effective and efficient business systems.

9. Dimensions
Has day-to-day operational/supervisory responsibility for Student Administrative Services which has a staff of 17 people. This group delivers:-
• 2,500 examinations resulting in 150,000 sittings impacting on the progression of 22,500 students
• 15 Graduation ceremonies involving 5,000 students and their families and friends. Examination and assessment support to all academic staff.
• Registration of 22,500 students impacting on the financial well-being of the institution and supporting down the line services such as cards, library, accommodation, fee recovery, course registration and student loans.
• Personal customer support to 19,340 students.

10. Job context and any other relevant information
The work of Registry is complex with responsibilities for a wide range of high profile diverse operational activities. Due to the importance of each of these activities to the University, coupled with the volumes of data involved, plus the negative implications if anything went wrong, there is no margin for error.