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| **=[Kingston University Job Description 4**  |
| **Position title: Course and Student Administration Team Leader****Reports to: Course and Student Administration Manager**  |
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| **Strategic Context** | Kingston University has launched a long-term strategy to deliver a progressive model of higher education founded on the sector-leading Future Skills campaign. Called the Town House Strategy after our internationally acclaimed, award-winning Town House building, the strategy will prepare students for the future world of work, increase the University’s research and knowledge exchange, enhance our collaboration with local communities, business and industry, strengthen our impact on policy and support the goal of building a more sustainable society and economy. The Student Directorate aims to deliver a seamless, high-quality experience for all current and future students to ensure they are “sought after” through supporting their participation, attainment, and success. This in turn will create a culture of high performance that is inclusive, innovative, ambitious and enterprising. |
| **Functional Context** | The Student Services team provides the University’s first- and second-line services for students incorporating the Information Centre, Library and Learning Services, Specialist Course Support and Administration, Student Engagement and Student Life, Health and Wellbeing. Services are designed to be accessible and inclusive of all students, to ensure their enquiries are resolved quickly and support is available to enable them to fully engage with and succeed in their studies. |
| **Purpose of the position** | The purpose of this position is to implement and maintain the service provision of the Course and Student Administration team across the university annual cycle, ensuring the highest quality professional support service at all times; contribute to the coordination of a student-focused customer support service and a responsive and adaptable approach to course and student administration, in partnership with academic colleagues and other key stakeholders. This role will also be expected to implement and maintain support for the delivery of student focused academic endeavour and contributing, supporting and promoting a culture of continuous improvement in service excellence aligned to strategic goals. |
| **Accountabilities** | * Manage and support the performance and development of a team of Course and Student Administration Coordinators and Administrators, to ensure the effective delivery of high - level student focused customer service.
* Develop and maintain effective knowledge across the course and module portfolio, to provide an accessible and supportive presence within the student and course team for the purpose of managing escalated enquiries from professional and academic staff.
* Lead on recruitment to team vacancies, providing and facilitating effective induction, training, appraisal and performance management in line with University guidelines
* Develop and maintain an effective knowledge of institutional and external policies, procedures, regulations and deadlines, ensuring all are understood and consistently applied to ensure a seamless approach to course and student administration and to regulatory body compliance.
* Develop and maintain the delivery of course and student administration in line with the agreed annual student and course lifecycle plan, from admission to course completion, escalating risks to service delivery, along with proposed solutions, to the Course and Student Administration Manager in a timely manner to ensure a high-level student-focused customer service.
* Proactively manage the assessment board processes from commencement to completion, to ensure adherence to deadlines and the escalation of issues as appropriate for the timely delivery of outcomes and objectives.
* Manage and support data integrity checks, demonstrating a good understanding of the student record system (SITS) and of other systems used within the University, working collaboratively with key colleagues in Academic Registry to identify and resolve data issues and challenges, to meet the deadlines required by both external regulatory bodies and internal university audits.
* In partnership with colleagues from faculties and directorates, contribute to continuous improvement, by initiating best practice for course and student administration activity, and contributing to the review, implementation and maintenance of associated processes, plans and schedules to ensure a high-quality professional support service.
* Work with academic course teams, Course and Student Administration Managers and Student Services to develop, deliver and champion a range of added value student-focused initiatives to improve student engagement with their course of study including contribution to wider university activities e.g., welcome and induction.
* Manage the response by Course and Student Coordinators and Administrators to a full range-range of student queries, working closely with Information Centre Team Leaders and Coordinators in the development and maintenance of processes, to ensure an efficient and seamless student-focused customer service.

**Additional accountabilities where applicable*** To lead on support for students of collaborative partners, Study Abroad, Erasmus or short course students as appropriate

*Please note this list is not exhaustive and you may be required to undertake other duties commensurate with your role.* |
| **Key Relationships**  | Students.Academic Colleagues.Course and Student Manager.Course and Student Administrators and Coordinators.External Examiners.Professional Services Directorates.Information Centre colleagues.External stakeholders. |
| **General Line Management Responsibilities** | As a line manager, the role includes but is not limited to the following key responsibilities:* Providing leadership, motivation, and direction to all team members.
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| **Direct Reports** | Course and Student Administration CoordinatorsCourse and Student Administrators |
| **Typical Knowledge, Qualifications and Registrations** |  | *Essential* | *Desirable* |
| Education to degree level or equivalent (or with equivalent professional experience). | **✓** |  |
|  | Experience in working in Higher Education. | **✓** |  |
|  | Experience of managing others  |  | **✓** |
|  | Applied experience of using student and course information systems and applications such as SITS, Canvas.  | **✓** |  |
| **Skills and Competencies** |  | *Essential* | *Desirable* |
|  | Proficient digital skills of IT packages, e.g., Microsoft, databases. | **✓** |  |
|  | Effective communication, literacy and numeracy skills for report writing and presentations.  | **✓** |  |
|  | Excellent attention to detail and data accuracy. | **✓** |  |
|  | Ability to work flexibly, effectively, and cooperatively with a variety of stakeholders to deliver excellent administrative support within agreed timescales and quality standards. | **✓** |  |
|  | Ability to organise work tasks and activities in a systematic way, for yourself and others, managing priorities and expectations to meet agreed deadlines.  | **✓** |  |
|  | Excellent customer service standards, demonstrating efficiency, effectiveness, professionalism and responsiveness at all times.  | **✓** |  |
|  | Effective supervisory skills to lead and motivate the team ensuring standards and timelines are met. | **✓** |  |
|  | Able to use own initiative when required with a ‘can-do’ attitude, personal credibility and presence and willingness to escalate where appropriate.  | **✓** |  |
|  | Ability to develop innovative solutions to everyday challenges and improve efficiency and quality of service. | **✓** |  |
|  | Commitment to your own professional and personal development. | **✓** |  |

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