**Job Description**

**Student Services Operations Manager**

1. **St Francis Xavier College is a Roman Catholic Foundation. All staff should endeavour to maintain and develop the Catholic character of the College in accordance with the directions given by the Governors and subject to the directions given by the Principal.**

**B. The College has a strong commitment to equal opportunities and respect for all members of our community regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.**

**C. This post is offered subject to the conditions of service as set out in the agreed contract.**

**D. For further information about the duties of all members of staff, terms and conditions, mission and policy framework of the College please see Staff Handbook available on the College intranet.**

**Purpose of Role: To manage the Student Services Department maintaining a full overview of workflows and deploying staff within the team accordingly to ensure an excellent service level.**

**Reports to: Director of Commercial Services**

**Duties:**

1. To work with the Director of Commercial Services to coordinate administrative arrangements/workload between Student Services and Commercial Services, utilising staffing in a flexible and coherent manner.
2. To proactively supervise and direct the work of the Student Services Department, maintaining an awareness of deadlines in liaison with the team, Director of Commercial Services and other managers as required (e.g. Exams, Finance).
3. To maintain a rota system to ensure coverage of the area during opening hours to include evenings where required (e.g. Progress Review Evenings).
4. To effectively manage absences within the department with a responsibility to sanction annual leave where appropriate maintaining an overview of the whole area and planning cover as necessary.
5. To ensure adequate coverage of the Student Services Department during College closures.
6. To lead on the maintenance of the student roll data ensuring the inputting and updating of learner records, the production of reports and statistical returns as required and administration of course change forms and leavers’ procedures (in liaison with the Director of MIS).This will include contact with parents/guardians regarding the parent portal and associated issues.
7. To lead on the preparation and issue of ID cards to staff and students, in liaison with HR and IT.
8. To lead on the maintenance of student files and Learning Agreements, assisting with their compliance for audit purposes in liaison with the Director of MIS and the Assistant MIS Manager.
9. To lead on the interrogation and updating of electronic registers.
10. To maintain a strategic overview of the Student Services Department, its aims and targets, both short and long term. This will include maintaining a good understanding of key College systems relating to student finance payments, student bursary processes, student attendance processes and MIS and exams functions.
11. To write the Departmental SAR on an annual basis in liaison with the Director of Commercial Services and the team.
12. To assist with the preparations for and operation of the College Open Day. Attendance at same to be recompensed by additional payment.
13. To engage in HR procedures relating to your team as necessary, e.g. absence monitoring, staff engagement, recruitment procedures and disciplinary procedures. Full guidance and training will be provided as required.
14. To ensure that adequate training is provided to existing and new members of the team, including an overview of functions of other members of the team for whom they may be required to cover in the event of absence.
15. To provide a full departmental induction for new team members as required.
16. To engage in CPD as required to enable the post holder to fulfil all the duties of the post.
17. To lead the team in emergency situations, e.g. Fire Alarm, First Aid, in a calm and professional manner. You will be required to undertake First Aid training.
18. To represent the Student Services Department at Resources, Information and Administration Committee meetings and other cross-college committee meetings as required.
19. To have an awareness of, and commitment to, the College’s policies on Health and Safety, Equality, Diversity and Inclusion, Prevent and Safeguarding.
20. To support the Ethos and Values of St. Francis Xavier College.
21. Any other duties within the remit of the post as may be required.

**Person Specification:**

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| **Qualities and Skills** | **Essential** | **Desirable** |
| Experience of effectively managing a busy and diverse team of administration staff. | Yes |  |
| Customer Services skills to the highest level. | Yes |  |
| The ability to foster team spirit and maintain a professional and efficient service to the College. | Yes |  |
| A calm and professional demeanour and high level skills in negotiation with staff members and other members of the College community as required. | Yes |  |
| The ability to manage emergency situations in a calm manner. | Yes |  |
| Computer skills necessary for the post i.e. EBS, EARs, Dashboard and Windows packages, or a willingness to train to the appropriate standard. |  | Yes |
| A commitment to personal development and the development of team members. | Yes |  |
| A commitment to the Health and Safety of staff and students. | Yes |  |
| The ability to prioritise your own and others’ workloads within the Student Services Department in line with emerging priorities, the College calendar and staff absence. | Yes |  |
| A commitment to all College policies to include Health and Safety, Equality, Diversity and Inclusion, Safeguarding and Prevent. | Yes |  |