

## 1. Advertisement

**Post Title:** Student Centre and Hub Manager

**School/department:** Student Experiential Services / Student Experience

**Hours:** Full-time or part-time hours considered up to a maximum 1FTE. Requests for [flexible working](#) options will be considered (subject to business need).

**Location:** Brighton, United Kingdom

**Contract:** Permanent

**Reference:** 10190

**Salary:** starting at £43,414 to £51,805 per annum, pro rata if part time

**Placed on:** 04 January 2023

**Closing date:** 01 February 2023

**Expected interview date:** As soon as possible

**Expected start date:** As soon as possible

We are seeking to appoint an experienced, self-motivated and creative individual to join the Student Experiential Services team. With excellent customer service skills, you will have oversight and management of the new, flagship Student Centre, along with a new online system to support it in delivering streamlined and efficient services to students. You will be responsible for ensuring the smooth running of the Centre, liaising with multiple services and teams to ensure all students are able to access and benefit from the varied offer, and to make full use of the flexible facility this new space provides. You will have oversight of a number of online systems aimed at delivering on student choice, and improving service efficiency, to significantly improve the student experience. You will ensure staff teams are developed to make best use of systems, will develop and track achievement of performance and service level targets, analyse service level data, and use these to drive standards and inform continuous improvement in face to face and virtual service provision.

For an informal discussion please contact Sarah Lord Soares: [S.Lord-Soares@sussex.ac.uk](mailto:S.Lord-Soares@sussex.ac.uk)

For full details and how to apply see our [vacancies page](#)

*The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.*

**Please note: The University requires that work undertaken for the University is performed from the UK.**

## 2. The School / Division

Please find further information regarding the school/division [here](#)

## 3. Job Description

Job Description for the post of: Student Centre and Hub Manager

|                |                                       |
|----------------|---------------------------------------|
| Department     | Student Experiential Services         |
| Grade          | 8                                     |
| Responsible to | Head of Student Experiential Services |

**Purpose of the post:** The post will take responsibility for the management of The Student Centre, a new facility at the heart of the campus due to open in Spring 2022, that will act as a hub for students to engage and interact with the University.

The post holder will ensure the day to day smooth running of The Student Centre, and will work closely with teams delivering services, events and activities from the Centre, to ensure a coherent offer that is accessible to all students.

The post holder will line manage the Welcome and Triage team, who will be responsible for providing an excellent customer experience, assessing enquiries, and resolving and referring appropriately. The post holder will shape this who will be based in the The Student Centre, and will support them to develop their practice, learning from student insights and implementing improvements to ways of working and process as a result.

The Student Centre is a high profile, tangible demonstration of the high levels of customer service and student experience to which the University is committed. As the Student Centre Manager, the post holder will be a champion for this commitment and a trail blazer for delivery, innovation and creativity in this space.

The post is also responsible for the new online system (database/Hub) that supports the delivery of streamlined and efficient services to students. Additionally, responsibility for oversight of a number of other online systems aimed at delivering on student choice, and improving service efficiency, to significantly improve the student experience. The post holder will ensure staff teams in the Division are developed to make best use of these systems, will develop and track achievement of performance and service level targets, analyse service level data, and use these to drive standards and inform continuous improvement.

**Principal responsibilities:**

1. To provide leadership of The Student Centre, including ensuring an excellent customer experience through management of the Welcome and Triage function, and liaising with a wide range of services to ensure a clear and coherent offer of services and activities
2. To define, support implementation of, and regularly review performance against the service standards and commitments delivered from The Student Centre. To facilitate staff development and review to ensure the highest standards of delivery
3. To model excellent customer service across all student-facing functions of the University, shaping The Student Centre as an example of good practice and collaborating with teams across the institution to provide a consistently high level of experience
4. To provide line management, coaching and professional development to the Welcome and Triage team, ensuring that they are equipped to deliver a high level of customer service via all channels, with access to accurate information, and the opportunity to develop and regularly refresh their skills in assessing enquiries, resolving, recording and referring as appropriate. To ensure that the team makes full use of the online systems available to resolve and route queries, recording outcomes and ensuring timely resolution
5. To lead on the development, implementation and integration of online systems, providing support and enabling students to access services
6. To provide development and ongoing support to staff in the Student Experience Division, to encourage collaborative planning and delivery, and to ensure best use of online support systems, and service improvements through analysis of insights
7. To work with students and staff to agree metrics for service standards and performance that can be tracked via online systems
8. To create and provide regular reports analysing performance against metrics, and present these with clear recommendations for strategic and operational level enhancements
9. To devise and implement systems for Student Centre Welcome and Triage teams, to ensure regular review of, and response to, performance based on metrics from online support systems
10. To evaluate the effectiveness of the operation of online student support systems in delivering the requirements of existing service offers, including self-service information and appointment bookings, referrals, notifications of appointments and case management; to identify opportunities for improvement to systems and operations, and to implement these
11. To suggest and implement improvements to service delivery based on learning from take-up and feedback of services, tracking of service functionality and operation of online student support systems
12. To monitor, track and evaluate the degree to which online student support systems meet current student need, through a combination of analysis of usage patterns and



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statistics, customer experience and performance against metrics (including enquiry resolution) and to implement service improvements accordingly

13. To take a lead, in conjunction with colleagues within the Student Experiential Services team, on the promotion of the principles of 'Channel of Choice' amongst all student-facing service areas. To ensure that continuous improvement activity includes consideration of the choice of channels for students to engage, and to access information and services
14. To be an advocate for best practice in the areas covered by Student Experiential Services (SES), sharing and modelling ways of working in line with the principles of continuous improvement, customer service excellence, single team working and student centred design and delivery of service
15. To take a lead on working with Team Leaders and Heads of Service in all relevant departments to raise awareness, understanding and adoption of agreed principles and ways of working in continuous improvement, student insight and customer experience, and service design
16. To provide input, with a particular focus on gathering student insight, to major institutional projects and initiatives within the Student Experience portfolio
17. To identify and lead on potential improvement initiatives that enhance the student experience, making recommendations on areas of improvement needed and enabling teams to embed continuous improvement into BAU
18. To develop positive relationships with all levels of staff to enable effective support and efficient implementation of all activities
19. To undertake any other duties and responsibilities reasonably requested by the line manager

### Person Specification

| Knowledge & Qualifications                                                                                                                                                                            | Essential | Desirable |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| <ul style="list-style-type: none"><li>• Experience of running a customer-facing service function within a busy, diverse organisation</li></ul>                                                        | X         |           |
| <ul style="list-style-type: none"><li>• Experience of managing a building or a location-specific service</li></ul>                                                                                    |           | X         |
| <ul style="list-style-type: none"><li>• Experience of managing online customer service or support systems, including introducing new systems and informing developments of existing systems</li></ul> | X         |           |
| <ul style="list-style-type: none"><li>• Experience of analysing data and information to produce and create reports recommendations</li></ul>                                                          | X         |           |
| <ul style="list-style-type: none"><li>• Experience of the use of customer insight to inform service design</li></ul>                                                                                  | X         |           |
| <ul style="list-style-type: none"><li>• Experience of introducing performance-led delivery frameworks to staff teams</li></ul>                                                                        | X         |           |
| <ul style="list-style-type: none"><li>• Experience of facilitation of workshops or delivery of training (data and/or people) related</li></ul>                                                        | X         |           |



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|                                                                                                                                                               |                  |                  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|------------------|
| • Experience of managing and developing teams                                                                                                                 | X                |                  |
| • Knowledge of student support services within a higher education context                                                                                     |                  | X                |
| • Experience of customer journey mapping                                                                                                                      | X                |                  |
| • Knowledge of best practice in customer service, including Customer Service Excellence Accreditation standards                                               | X                |                  |
| • Project management qualification                                                                                                                            |                  | X                |
| • First Degree or equivalent relevant experience                                                                                                              | X                |                  |
| • <b>Skills &amp; Competencies</b>                                                                                                                            | <b>Essential</b> | <b>Desirable</b> |
| • Proven ability to lead a performance driven team within an HE or similar environment                                                                        | X                |                  |
| • Confident communicator, skilled in written and oral presentation and with the ability to determine the appropriate communication mechanism for the audience | X                |                  |
| • Ability to develop collaborative provision through establishing effective networks, influencing and negotiating                                             | X                |                  |
| • Excellent analytical skills                                                                                                                                 | X                |                  |
| • Ability to multi-task, prioritise workloads and work independently in a busy environment                                                                    | X                |                  |
| • Highly developed interpersonal, communication and problem solving skills and the ability to stay calm and confident in difficult/pressurised situations     | X                |                  |
| • Experience of establishing appropriate professional relationships customers and colleagues, recognising necessary and appropriate boundaries                | X                |                  |
| • Ability to network with professional colleagues within the sector                                                                                           | X                |                  |
| • IT Literate (with the ability to learn new packages quickly and confidently)                                                                                | X                |                  |