UNIVERSITY OF SUSSEX

1 Advertisement Ref: 1346

Academic Registry
Head of Research Student Administration
Full time, one year, fixed term. (Possible secondment opportunity)
Salary range: starting at £39,324 and rising to £46,924 per annum
Closing date for applications: 28 October 2016

The Research Student Administration Office is responsible for all aspects of research student record management from initial enquiry to award. The Office is also responsible for the development and maintenance of quality assurance and the academic standard of the University's research awards.

The role requires knowledge and experience of the national context governing research student quality and standards as well as a background in student record and information management.

Reporting to the Academic Registrar, the post holder will also work closely with the Assistant Director of the Doctoral School, the Director of the Doctoral School and School-based Directors of Doctoral Studies to create a cohesive, high quality service to staff, students and external bodies, including the QAA and UK Research Councils.

Applicants should be a pro-active, service orientated individual and have experience in a similar role in a higher education environment.

Other key working relationships include PVC (Research) and School-based Research and Enterprise Co-ordinators.

Please seek the permission of your line manager before applying for a secondment.

For full details and how to apply see [www.sussex.ac.uk/jobs](http://www.sussex.ac.uk/jobs)

*The University of Sussex is committed to equality of opportunity*

2. Senior leadership and management

The Vice-Chancellor (Professor Adam Tickell) is the senior academic officer and, as Chief Executive, is responsible to the University Council for management of the University. He is supported by an executive group which includes the three Pro-Vice-Chancellors, the Registrar and Secretary, the Director of Finance and the Director of Human Resources. The Heads of the Schools of Studies at Sussex report to the Pro-Vice-Chancellors.
The Registrar and Secretary lead the Professional Services of the University. In addition, under the University Statutes, the Registrar and Secretary is Secretary to the University Council. The Director of Finance reports to the Vice-Chancellor. The Director of ITS reports to the Registrar and Secretary, and the Librarian reports to one of the Pro-Vice-Chancellors.

3. **Academic Registry**

Academic Registry provides a range of support services to students and to staff in Schools and Departments at Sussex and the department with primary responsibility for quality assurance and enhancement and the management for the students record from admission to award stage.

The University has ambitious plans for growth and is currently developing a new strategic plan for 2013-18. During this period we plan to extend the Sussex experience to a wider range of students at home and abroad, using technology, partnership and others mechanisms whilst ensuring the quality of the student experience and securing the Sussex brand.

Our services include:

- Central admissions service for undergraduate and postgraduate taught home/EU and international students, including UKVI matters.
- Management of student progress and assessment, including examination timetabling on and off campus.
- Central support and coordination for academic programme development and approval
- Development and management of quality assurance governing external partnerships at home and overseas.
- Development of academic policy and procedures, including assessment regulations, and oversight and evaluation of their implementation.
- Timetabling of teaching and management of room bookings
- HESA returns and the management of the relationship with the Student Loan Company and maintaining the student record.
- Development and implementation of quality enhancement to support teaching and learning and the student learning experience, including the use of technology on and off campus.
4. **Job Description**

The Research Student Administration Office is responsible for all aspects of research student record management from initial enquiry to award. The Office is also responsible for the development and maintenance of quality assurance and the academic standard of the University’s research awards.

The role requires knowledge and experience of the national context governing research student quality and standards as well as a background in student record and information management.

Reporting to the Academic Registrar, the post holder will also work closely with the Assistant Director of the Doctoral School, the Director of the Doctoral School and School-based Directors of Doctoral Studies to create a cohesive, high quality service to staff, students and external bodies, including the QAA and UK Research Councils.

Applicants should be a pro-active, service orientated individual have experience in a similar role in a higher education environment,

Other key working relationships include PVC (Research), the PVC (International) and School-based Research and Enterprise Co-ordinators.

5. **Person Specification**

**Job title:** Head of Research Student Administration

**Grade:** 8

**Reporting to:** Academic Registrar

**Responsible for:** 6 FTEs

**Job Purpose:**

The Head of Research Student Administration is responsible for developing and managing the University’s research student quality assurance and enhancement policy and procedures and associated administrative/IT systems to manage the student journey from initial enquiry to academic award and beyond.

As Head of the Research Student Administration Office the post holder is responsible for the management of 6 (FTE) staff and for overseeing the appropriate implementation and maintenance of the University’s research student quality framework within Schools.
The Head of Research Student Administration shall ensure that the University’s quality assurance and enhancement policies and procedures are executed in a proficient manner in order to assure the quality and academic standard of the University’s research awards and the student learning experience.

S/he is also responsible for developing and maintaining high-quality professional guidance and leadership in research student administration and quality related matters, in partnership with the Assistant Director of the Doctoral School, and shall support School Directors of Doctoral Studies and School Research and Enterprise Coordinators in the application of University policy at School level.

An innovative, risk conscious based approach to the management of quality assurance in this area, sound judgement and diplomacy, as well as the ability to manage business processes in a complex organisational structure are essential attributes required of the post holder.

Key duties and responsibilities:

1. Develop the University’s research student quality assurance policy, procedures, IT systems and administrative processes to secure the standard of the University’s research awards and to support the quality of the student learning experience.
2. Further develop the University’s central admissions process working to agreed service level standards for the turnaround of student application forms and the prompt dispatch of decisions to support the University’s strategic recruitment targets and to make a significant and sustained contribution to the development of a strong service-oriented culture with a reputation for effectiveness and excellence in this area.
3. Ensure the effective and efficient conduct of research student annual monitoring and review, and examination and assessment arrangements to secure the standard of the research awards.
4. Working in partnership with the Assistant Director of the Doctoral School to ensure effective liaison with external bodies, including the Research Councils, and to provide management information in response to internally and externally imposed deadlines.
5. Act as Secretary to Doctoral Studies Committee, the University Research Degrees Examination Board, and the Professional Doctorate Examination Board and to support Doctoral Studies Committee Task and Finish Groups and/or subcommittees as required, advising members on policy and procedure, undertaking research, and writing reports as required.
6. Undertake other projects as required from time-to-time.
Specific Responsibilities

1. Develop the University’s research student quality assurance policy, procedures, IT systems and administrative processes to secure the standard of the University’s research awards and to support the quality of the student learning experience.

1.1 Develop, implement and evaluate the University’s research student quality assurance and enhancement framework, advising the PVC (Research) and the Academic Registrar on national developments, innovations and opportunities for improvement as appropriate. To take specific responsibility for ensuring the relevant Chapters of the QAA Quality Code are incorporated into policy and procedures relating to research students.

1.2 Working with the Academic Registrar and the Assistant Director of the Doctoral School as required to support the development and delivery of staff development and training concerning research student administration and to enhance the research student experience.

1.3 Project manage specific initiatives as directed by the Academic Registrar.

1.4 Develop, implement and review systems and procedures to deliver an efficient, cost-effective and service-orientated infrastructure to support research student administration.

1.5 Draft institutional responses to national consultations as required ensuring appropriate internal consultation as necessary.

1.6 Represent the University externally as required and to ensure membership of relevant professional and/or quality bodies nationally.

2. Further develop the University’s central admissions process working to agreed service level standards for the turnaround of student application forms and the prompt dispatch of decisions to support the University’s strategic recruitment targets and to make a significant and sustained contribution to the development of a strong service-oriented culture with a reputation for effectiveness and excellence in this area

2.1 Develop service level agreements with Schools for the prompt consideration of research student applications.

2.2 Ensure systems and process are designed and implemented to enable prompt and effective operations in this area, including the production of regular management information reports to support School and institutional planning and decision-making.
2.3 Develop agreed procedures with the Doctoral School for the consideration scholarships and other funding arrangements for applicants.

2.4 Develop effective information and communications with applicants and their sponsors to support recruitment objectives and ensuring a professional, service-orientated approach to the conduct of business in this area.

3. **Ensure the effective and efficient conduct of research student annual monitoring and review and examination and assessment arrangements to secure the standard of the research awards.**

3.1 Support Schools in their preparations for annual monitoring and review of research students, ensuring timely implementation to meet annual deadlines and to provide annual reports to the Doctoral Studies Committee on student performance and related matters.

3.2 Ensure the effective management of research student examination and assessment procedures, including the appointment and payment of external examiners working in partnership with the School Director of Doctoral Studies.

3.3 To provide expert advice and guidance on the handling of student grievances, complaints and appeals relating to academic provision, ensuring these are effectively managed at School-level.

3.4 To ensure effective administrative and communication arrangements with are in place to meet School-specific requirements with respect to the post holders’ authority and areas of responsibility.

4. **Working in partnership with the Assistant Director of the Doctoral School to ensure effective liaison with external bodies, including the Research Councils, and to provide management information in response to internally and externally imposed deadlines.**

4.1 Develop and implement arrangements for the effective liaison between the Research Student Administration Office and the Doctoral School to ensure internal and external requests for management information relating to research student matters are handled promptly, including mechanisms for assuring the quality and accuracy of the information.

4.2 Further develop the suite of management information reports on research students’ performance to meet course business needs, planning and quality related working in partnership with Academic Registry and Professional Services colleagues.
5. Act as Secretary to the University Research Degrees Examination Board, and the Professional Doctorate Examination Board and to support Doctoral Studies Committee Task and Finish Groups and/or subcommittees as required, advising members on policy and procedure, undertaking research and writing reports as required.

5.1 Act as Secretary to the University Research Degrees Examination Board, and the Professional Doctorate Examination Board advising members on strategy, policy and procedure, undertaking research, and writing reports as required, and ensuring overall effective conduct of these Boards.

5.2 Act as Secretary to the Doctoral Studies Committee and to oversee the planned programme of work in this area.

5.3 Support Doctoral Studies Committee Task and Finish Groups and/or subcommittees as required, advising members on policy and procedure, undertaking research, and writing reports as required.

6. To undertake other projects as required from time-to-time.
This Job Description sets out current duties of the post. Duties may vary from time to time without changing the general character of the post or the level of responsibility entailed.

7. Person Specification

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<thead>
<tr>
<th>Skills and Abilities</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Proven people management skills developed in a higher education environment.</td>
<td>X</td>
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<tr>
<td>Ability to innovate and/or develop institutional policy in the quality assurance enhancement of research student administration or a related field.</td>
<td>X</td>
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<td>The ability to prioritise and make decisions while working across organisational boundaries in a complex organisation.</td>
<td>X</td>
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<td>Diplomacy and persuasiveness and the ability to influence staff at all levels</td>
<td>X</td>
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<td>Excellent oral and written communication skills, the ability to write policy and strategy, good presentation skills and confident public speaker.</td>
<td>X</td>
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<td>Ability to confidently defend a point when questioned by peers or colleagues in other areas of the University</td>
<td>X</td>
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<td>Ability to respond positively and creatively under pressure</td>
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<tr>
<th>Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>A degree or experience at an equivalent level.</td>
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<thead>
<tr>
<th>Knowledge</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Specialist knowledge of quality assurance and enhancement in higher education gained in a similar role.</td>
<td>X</td>
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<tr>
<td>Demonstrable personal and professional development relevant to the role.</td>
<td>X</td>
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<tr>
<td>Extensive knowledge and understanding of current policy and the climate in HE both nationally and internationally; along with an understanding of the regulatory issues and current challenges relevant to HE.</td>
<td>X</td>
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<tr>
<th>Experience</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Successful experience in a similar role in HE.</td>
<td>X</td>
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<tr>
<td>Proven track record of managing complex processes and delivery on time.</td>
<td>X</td>
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<tr>
<td>IT development and/or business process review experience.</td>
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<td>Proven record of line management capabilities.</td>
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<tr>
<th>Personal Attributes</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Team leadership skills with the ability to contribute positively as a team member, develop and foster teamwork in others, and ensure achievement of team goals.</td>
<td>X</td>
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<td>Demonstrable service orientation together with a “client/customer” focus.</td>
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<td>High level interpersonal and communication skills with the ability to build and maintain effective collaborative professional relationships with individuals at all levels</td>
<td>X</td>
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