1. Advertisement

Post Title: Senior Manager, Student Experiential Services  
School/department: Student Experiential Services / Student Experience  
Hours: Full time hours considered up to a maximum of 1.0 FTE. Requests for flexible working options will be considered (subject to business need).  
Contract: Permanent  
Reference: 6383  
Salary: starting at £41,526 to £49,553 per annum  
Placed on: 15 July 2021  
Closing date: 30 July 2021  
Expected start date: tbc

An exciting opportunity has arisen within the Student Experience Division, to lead the team responsible for embedding the themes of excellent customer service and continuous improvement.

Led by the Director for the Student Experience, a transformational programme of work is underway to support the commitment to delivering an excellent student experience. This includes introduction of new ways of working, implementation of new systems to support students and staff, and the delivery of a flagship building where students can access a range of services and activities designed to enhance their experience.

An experienced manager, with a passion for excellent customer service, you will lead and support delivery through projects, initiatives and business as usual activity. You will embed new ways of working and ensure coherence across all student-facing aspects of the University’s delivery, providing the framework for delivery of a consistently excellent student experience.

For an informal discussion please contact Sarah Hardman: s.hardman@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.

2. The School / Division
Job Description

This job description is intended to describe the requirements and responsibilities of the job and is not an exhaustive list of duties. Job descriptions will be amended from time to time as appropriate in discussion with the jobholder.

Job Information

Job Title: Senior Manager (Student Experiential Services)
School/Service: Student Experience
Reports to: Director for the Student Experience
Grade: 8 (Indicative)

Main Purpose of Job

The post holder is responsible for supporting delivery of the University’s commitment to an outstanding experience for all students, achieved through playing a lead role for the Division in a series transformational change projects aiming to significantly improve the student experience. The post holder is responsible for the development and oversight of a framework for continuous improvement and customer service standards, and for embedding these into practice across the University, including through relevant projects.

The role will maintain the focus on benefits and outcomes relevant to the student experience, through active input into key projects within the Education & Students portfolio, including development and delivery of new campus facilities, implementation of new systems and technologies, and design and implementation of new staffing structures and ways of working.

The post holder will provide leadership and line management for the Student Experiential Services teams, which focus on delivery of projects, development and delivery of policy, delivery of an excellent customer experience, and embedding positive ways of working across the University, all with the aim of improving the student experience.

Key Duties & Responsibilities

1. Lead a range of service improvement processes to ensure student and academic services are working at optimal level in efficient, effective and economical ways that enhance the student experience for all students studying at and with the University.

2. Lead, support and coordinate initiatives for implementing continuous improvement programmes across the Division, including the introduction of the flagship Student Centre Building.
3. Develop and nurture effective working relationships with internal and external stakeholders, in particular the Student's Union and professional service staff within Schools and Divisions.

4. Manage a number of projects and initiatives within the Education and Students portfolio, and provide input to others, to ensure the focus on continuous service improvement and customer service excellence, and support management of interdependencies.

5. Lead, manage and motivate staff to continually improve the student experience, including through supporting development of the organisational structure, business processes, integrated service delivery models and customer service culture necessary to ensure an outstanding student experience.

6. Take the lead role in supporting the Director for the Student Experience with all administrative and financial procedures and improvements across the Division by assessing and refining processes as part of continuous service improvement.

7. Work closely with the Student Centre & Hub Manager to foster a single team ethos across all welcome and front of house activities across the Division for the Student Experience to provide a seamless service to students.

8. Provide oversight of all aspects of the Student Centre project, providing line management for the Student Experience project team, maintaining a close awareness of project progress and any issues, supporting the SRO (Director for the Student Experience) and deputising as required.

9. Ensure stakeholder engagement for all Student Experience projects and initiatives is managed and maintained at all levels, taking a lead with Communications colleagues on the relevant communications and engagement activity across the institution.

10. Produce and present regular reports and updates on projects, initiatives and developments within the Student Experience Division, at various stages with stakeholders, Working Groups, University Executive Group, Committees and Council.

11. Represent the service area at institutional level internally, and externally on relevant groups and networks, sharing best practice and feeding back to support benchmarking, measures and continuous improvement, and to positively promote successes.

12. To undertake any other as reasonable duties and responsibilities requested by the Director for the Student Experience.
**Job Context**

Led by the Director for the Student Experience, a transformational programme of work is underway to support the commitment to delivering an excellent student experience. This includes reconfiguration of services supporting the student experience, within the context of institutional-wide review of Professional Services structures; the introduction of new ways of working, implementation of new systems to support students and staff, and the delivery of a flagship building where students can access a range of services and activities designed to enhance their experience.

This provision will bring greater efficiencies and effectiveness of service delivery, through exploitation of new technologies, and present a coherent offer to all students improving brand, reputation, satisfaction and student outcomes. The post holder will be responsible for ensuring a focus on continuous improvement and excellent customer service across these strands of work, and coherence across all student-facing aspects of the University’s delivery, providing the framework for delivery of a consistently excellent student experience.

The role holder will support the Director for the Student Experience in the creation of the divisional strategy, ensuring the ‘golden thread’ of Learn to Transform from the overarching Sussex 2025 strategy is embedded within the divisional strategy. This will involve close working with the Portfolio Manager for Education and Students, and the Divisional Policy Manager, to develop and embed the strategy, and to ensure it is translated into achievable work plans.

The role holder will ensure that business continuity plans are well documented and robust, enabling the service to continue to operate in the event of disruption or emergencies.

**Dimensions**

1. The post holder will have operational responsibility for the Student Centre project budget (£16.5m) as well as the staffing and operational budgets for the areas of delivery within the scope of the role (to be determined as a result of the Divisional reconfiguration).

2. The post holder will be responsible for making decisions relating to day to day operations, including resourcing, of the areas of delivery within their remit. They will make recommendations relating to project and operational delivery, including on priorities for delivery, budget and staffing. They will also be responsible for making longer term strategic recommendations, including in relation to structural changes to effect long term efficiencies, and to realise the benefits of the Student Centre project (relating to staffing efficiencies, space release and improved student satisfaction)

3. The post holder is responsible for management of staffing teams focused on policy and the delivery, for their lifetime, of student experience projects. In addition, the post holder will provide direction and advice to Professional Services staff in student facing roles across the University, within the context of the institutional ambition to deliver an excellent student experience.
Internal and External relationships
The post holder will work in partnership with the PVC (Education & Students), Director for the Student Experience; DSE Associate Directors and senior School academic and professional service staff in the development and implementation of projects, strategies and standards to deliver an outstanding experience for all students.

The role holder will report to various committees and boards on issues as they pertain to the area of work, this will also include supporting the Director for the Student Experience in reporting to and updating Council on issues.

The role holder will be expected to engage with and establish such networks as may be necessary for the better performance of the role, such as with other Universities to benchmark key performance.

Person Specification

<table>
<thead>
<tr>
<th>Person Specification Element</th>
<th>Criteria</th>
</tr>
</thead>
</table>
| **Skills**                  | • Excellent leadership and management skills with experience working at management level in a large complex organisation in/with the higher education sector, managing resources and developing, leading and motivating multi-disciplinary teams.  
• Excellent interpersonal and communication skills, with experience of building credibility with staff and stakeholders at all levels. The ability to manage stakeholders, negotiate and influence confidently and effectively.  
• Excellent organisational, operational and project management skills within a complex environment.  
• The ability to develop strategy, and its translation into service delivery and practical outcomes  
• A collaborative and flexible approach, with an understanding of and commitment to single-team working  
• A demonstrable commitment to customer care within a service-orientated culture underpinned by the values of equality, diversity and inclusion  
• IT literate with the ability to analyse and interpret data to improve services and processes  
• A strong commitment to training and development, including evidence |
of recent personal and professional learning.

<table>
<thead>
<tr>
<th>Qualifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Educated to degree level (or equivalent experience) with evidence of continuing professional development</td>
</tr>
<tr>
<td>• A Professional qualification in Project and/or Programme Management (e.g. MSP, PRINCE2, Change Practitioner) (desirable)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Knowledge</th>
</tr>
</thead>
<tbody>
<tr>
<td>• An up to date understanding of the wider strategic picture relating to the HE student experience underpinned by a well-developed understanding of UK higher education in the wider national and political context</td>
</tr>
<tr>
<td>• Knowledge of change management methodologies</td>
</tr>
<tr>
<td>• Knowledge of a range of project management methodologies and their application, for example MSP, PRINCE 2, Agile</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Experience of the strategic application of IT and web based systems in the delivery of outstanding services</td>
</tr>
<tr>
<td>• Successful experience of managing innovative and effective customer-facing programmes/projects</td>
</tr>
<tr>
<td>• Experience of giving direction to teams and individuals, including those with line management responsibilities, on managing and prioritising workloads, frequently operating under pressure and to tight deadlines</td>
</tr>
<tr>
<td>• Evidence of successful service change and improvement, for example through leading service/structure/process/systems reviews</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Personal Attributes</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Demonstrable evidence of excellent business acumen; policy development and delivery of managing complex operations and projects within budget.</td>
</tr>
<tr>
<td>• Demonstrable ability to negotiate sensitive and complex relationships and situations.</td>
</tr>
<tr>
<td>• Demonstrable personal and professional commitment to the University’s strategy, vision and values</td>
</tr>
</tbody>
</table>