Manchester Metropolitan University

Job Description

Please complete all accessible boxes and refer to the guidance on writing Job Descriptions

Position Details

Faculty/Directorate	Research and Knowledge Exchange
School/Department	Graduate School
Team	Graduate School Operations
Job Title	Research Degrees Manager (Student Administration Management)
Grade	8
Hours of Work	37
Contract Duration (Perm/Fixed Term)	Permanent
Reports To (Job Title)	Graduate School Operations Manager
Responsible For (Job Title)	Research Degrees Officer

Principal Accountabilities

The post holder will provide strategic and operational support to the Graduate School Operations Manager and Faculty Head of Research Degrees, taking a lead role in relation to the Student Administration Management of Graduate School operations, and working as part of the Graduate School senior team.

The Research Degrees Manager will report to the Graduate School Operations Manager, and support institutional postgraduate research activity as appropriate.

Key areas of responsibility will include:

- the management and development of student administration management aspects of the university's research degree programmes;

- the development, implementation and monitoring of effective business systems and services in relation to PGR student administration management in order to underpin the delivery of an excellent postgraduate researcher experience;

- the provision of expert knowledge/guidance in relation to research degree policy, regulation and compliance in relation to PGR student administration management.

Key Tasks

Staff Management and Development

Provide leadership to the team of staff supporting Graduate School student administration management to meet the changing needs of the University; setting and monitoring clear objectives, fostering communication and collaborative working with other teams both within and outside the Faculty and encouraging a culture of high performance and professionalism.

Manage the continuing professional development needs of the team; conducting PDRs and assessing the training and development needs of individual team members to ensure the currency of specialist knowledge and adequate support in relation to their work responsibilities.

Manage all aspects of staff recruitment, selection and induction, in a manner that is consistent with the University's Human Resources policies and procedures.

Research Degrees Programmes

Work in conjunction with the Graduate School Operations Manager, and through the management of the Research Degrees Officer, to provide a high quality, responsive and professional service to ensure the quality of academic administration for postgraduate researchers (PGRs), and outcomes in line with the University's postgraduate research and wider research strategies.

Ensure that the Graduate School Operations Team provides an exemplary service to PGRs, acting as the initial point of contact and advice relating to PGR student administration management, referring PGRs to academic staff or other Faculty staff, or to elsewhere in the University as appropriate, and providing appropriate, relevant and update information to PGRs through the most appropriate channels (email, portal etc).

Monitor performance and standards within the Graduate School student administration management operations and to implement change to business processes as needed to meet Faculty and University strategy.

Plan strategies for enhancing the services and role of Graduate School student records management operations for PGRs and staff.

PGR Student Administration Management

Working with the Graduate School Operations Manager, take responsibility for developing services to support PGR student administration, including Graduate School contribution to enrolment and student records management, management and maintenance of PGR student records.

- ensure that PGR students are accurately enrolled onto the correct programmes, and that accurate student records are maintained
- work with faculties, academic departments and other Professional Services departments on matters relating to student administration management services for postgraduate research programmes
- take responsibility for the continuous enhancement of processes, systems and approaches in order to deliver improved service quality
- prepare and present proposals, papers and reports on student administration for University committees, groups and senior staff
- ensure that performance against agreed KPIs supports a culture of high performance and continuous improvement
- ensure that the work of the PGR Student Administration Management function is underpinned by the collection and analysis of relevant data and other information

- liaise with Academic Services to coordinate enrolment and induction, awards and conferments, and student case management
- manage the operation of postgraduate progress procedures
- manage and coordinate the relationship for the Graduate School with a designated Faculty
- ensure that supervisory teams and PGRs are kept aware of relevant internal and external requirements governing research degree programmes. Produce policy documents and handbooks as required.

To maintain an up-to-date understanding of University and external issues and policies affecting the management and development of research degree programmes.

To ensure that data protection legislation is adhered to in the work of the Graduate School team, and to provide guidance as required to members of staff.

Guidance Advice and Training

To oversee and contribute towards training for academic and professional services staff and Students' Union staff in relation to research degree programmes, postgraduate researcher support and supervisor development, in liason with Graduate School colleagues. This includes preparing case studies and other documentation and arranging and delivering training sessions.

To oversee the production and maintainence of student-friendly online guidance regarding research degrees and postgraduate researcher support.

To answer queries and provide expert guidance to members of staff and students regarding the application of research degrees regulations and procedures.

Liaison and Networking

To build strong links with other Research Degrees Managers and Graduate School colleagues, RKE colleagues, and other staff performing similar roles within and outside of the University to share knowledge and develop best practice.

To work with RKE and other colleagues where appropriate to contribute to the development and dissemination of strategies and processes for postgraduate research degree activity., etc.

To work as part of the Graduate School senior team to contribute to the continuous review of postgraduate research processes and systems to influence changes in policy and procedures where appropriate.

To ensure the development and maintenance of effective relationships between the Graduate School Student Administration Management team, other Graduate School colleagues, RKE, and other key internal stakeholders in support of a high quality, enabling environment for postgraduate research activities.

To represent the University in appropriate fora (conferences/workshops/networking events) to secure an effective understanding of developments in the external research environment and to inform sharing of best practice and excellent service delivery.

To serve as a member of relevant committees, steering and working groups to help deliver postgraduate research support related projects on behalf of the RKE/University.

Special Features

The post holders may be required to work evenings and some weekends. This may include occasional overnight travel on University business

Miscellaneous

You will ensure that appropriate management systems and procedures are in place to meet your health and safety duties and responsibilities contained within the University's health and safety policy. In particular you will ensure that appropriate risk assessments are carried out in respect of significant hazards and that safety inspections are undertaken on at least an annual cycle in each workplace under your control.

You are responsible for applying the University's Equal Opportunities Policy in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own areas of work.

You are expected to co-operate with the PDR process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

You will assess the training and development needs of each member of staff under your control to ensure they are adequately supported in relation to their work responsibilities.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with you. Such agreement should not be unreasonably withheld.

You may be required to undertake a specific Health & Safety role, commensurate with your grade, to support the University in meeting its statutory Health & Safety obligations. This could include acting as a DSE Assessor, First Aider, Fire Marshall or Departmental Safety Co-ordinator. The allocation of such roles will be subject to the provision of appropriate training and assessment of competence.

You may, with reasonable notice, be required to work at any of the Manchester Metropolitan University sites.

You are responsible for assessing and managing risk for all elements of work within your own area/team and for ensuring effective risk management processes are in place.

Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the jobholder.

Person Specification

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.

All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

Selection Criteria

Attributes		Item	Relevant Criteria	Essential/ Desirable
1	Skills & Abilities	1.1	Excellent oral and written communication skills to be ableto communicate complex information clearly, and influence and persuade people at all levels of the organisation.	E
		1.2	Excellent interpersonal skills, including the ability to establish positive and effective working relationships with people at all levels within and outside the organisation.	E
		1.3	Ability to balance competing demands and manage expecation, taking into consideration the needs and strategic priorities of the University.	E
		1.4	Ability to make key decisions independently, and when deputising for the Graduate School Operations Manager.	E
		1.5	Excellent project management and organisation skills	E
		1.6	Ability to lead, motivate and develop staff, carrying out training within and outside the Graduate School.	E
		1.7	Good analytical, research and problem solving skills, including the ability to evaluate and interpret complex sets of information, to draw conclusions and recommend practical solutions.	E
		1.8	Proficiency in working with standard office IT applications, including MS Office and digital media.	E
		1.9	Ability to work independently and as part of a team to deliver individual and team objectives.	E

5		1.10	Ability to be proactive and independent, and to plan, organise and prioritise own workload and projects and the work of others to meet conflicting demands.	E
2	General & Specialist Knowledge	2.1	An up-to-date knowledge of the UK academic research environment, preferably in relation to the postgraduate research environment.	E
		2.2	Current knowledge of programme management operations, perferably in relation to the management of the PGR student journey.	E
		2.3	A good understanding of the academic cycle and administrative processes, preferably in relation to research degree students.	E
3	Education & Training	3.1	A first degree or equivalent qualification, or substantial relevant experience.	E
		3.2	A postgraduate or professional qualification.	D
4	Relevant Experience	4.1	Previous experience of working in a Graduate School or programme management role in Higher Education	E
		4.2	Sustantial experience of the successful management of both people and complex projects leading to the delivery of the required outcome.	E
		4.3	Proven experience of writing complex proposals, procedures, plans and briefing documents.	E
		4.4	Proven experience of effectively leading, motivating and developing staff.	E
		4.5	Experience of managing a varied and demanding workload, including planning effectively, prioritising work and meeting deadlines.	E
		4.6	Experience of interpreting and advising on regulations and procedures.	E
		4.7	Experience of designing, developing, maintaining, reviewing and improving administrative, management and information systems.	E
		4.8	Experience of working with research active academic staff.	D
		4.9	Experience of networking and developing positive relationships with senior contacts within higher education and across the higher education sector.	E
5	Special Requirements	5.1	Evidence of a commitment to Equal Opportunities.	E
		5.2	Commitment to providing a high standard of customer service.	E
		5.3		E

		5.4	Willingness to work outside normal working hours on occasion and to travel on University Business	E
			Evidence of actively pursuing own professional development	
Date of Revision			June 2021	