

JOB DESCRIPTION

Job Title: Head of Student and Programme Administration	Grade: 9
Department/Division: Student and Education Services	
Responsible to: Academic Registrar	
Supervisory responsibility: Direct line management of the heads of service responsible for the key strategic areas of Assessment, Awards and Timetablings Registration, Funding and Records; Systems, Data and Reporting, and Student Conduct. In addition, leadership responsibility for the broader team of approximately 35 people.	
Other contacts Internal: SES senior team and professional services managers across the University, University Academic Dean, Associate Deans, Heads of Departments, senior faculty and department professional service staff, ISS teams, and senior colleagues at all major partner institutions, UK and overseas. External: Student Loan Company, software suppliers and contacts in other HEIs / professional networks including the Academic Registrars Council.	
Role Purpose: The Head of Student and Programme Administration is accountable for leadership and oversight of a number of key systems and processes supporting the student journey, including but not limited to: 1. Student registration and module enrolment 2. Student funding 3. Teaching and assessment timetabling 4. Student attendance and engagement monitoring and reporting 5. Student record management including data quality and integrity and associated internal and external reporting 6. Exam Board processes and outcomes including progression and award 7. Student non-academic discipline	

Major Duties:

- Drive service improvement across the University through leadership of the design and delivery of high quality, user-focused and compliant processes and systems relating to student and programme administration. This will include the development and implementation of regular user feedback mechanisms to inform review and redesign of services.
- In collaboration with senior staff of the University, interpret relevant strategic and operational plans to ensure the continued alignment of the work and priorities of Student and Programme Administration with the University's strategic priorities.
- Manage and motivate staff in the delivery of their duties through objective setting, prioritization of work, performance management, appraisal and development.
- Work constructively and collaboratively with colleagues in faculties and academic departments to facilitate greater alignment and consistency of programme administration activities, improving efficiency, effectiveness, and resilience.
- Ensure continued compliance with statutory and contractual obligations, including UKVI, HESA, SFE and OfS as they relate to the University and its major partners.
- Develop operational risk management and business continuity plans for Student and Programme Administration to minimize the possibility of disruption to essential activities and to ensure efficient and effective structures are in place to ensure continued delivery of services in the event of any disruption.
- In collaboration with the Academic Registrar, manage the SPA budget, including identification of any opportunities for cost-saving that do not detrimentally impact service provision.
- Contribute as a member of the Student and Education Services Leadership Team, performing delegated duties and professionally representing the interests of SES and the University at internal and external events.
- Maintain a high level of awareness of sector practice and developments, proactively engaging with external regulatory bodies (SFE, HESA, UKVI etc.) and relevant professional networks.
- Deputise for the Academic Registrar from time to time when requested.
- Contribute as required to the wider work of the Student and Education Services Division, particularly during periods of peak activity including, but not limited to, registration, assessment periods, exam boards and graduation which may on occasion require out of hours and/or weekend work.
- Any other reasonable duties and responsibilities, commensurate with the grade of the post, as determined by the Academic Registrar.

July 2026