Job Description
Stakeholder Liaison Manager

Salary: Grade 8
Contract: Full time, ongoing
Location: Canterbury Campus
Responsible to: Assistant Director of Strategic Planning and Performance
Responsible for: Stakeholder Liaison & Student Record Trainer, Training Officer, HDA Programme Administration Managers
Job family: Administrative, professional and managerial

Job purpose

A member of the Student Record Administration Office, the Stakeholder Liaison Manager is responsible for the strategic direction of user training on the University's student records system. The principal aim of the role is to provide an excellent and professional service in the management and development of training and support to end users of the University's student records system (KentVision) across all aspects of the student lifecycle.

The role holder will work closely and in collaboration with relevant Heads of Profession and Divisional PSD and academic Directors to proactively ensure users are trained and supported in the use of the student record system. The Stakeholder Liaison Manager oversees both HDA Programme Administration and the Training team, ensuring the core student record is kept up to date throughout the student lifecycle for all HDA administrative tasks and the training team who provide user training and guidance for the University's student record system, which underpins the entire student lifecycle from admissions and clearing through to graduation.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Provide professional services leadership for the training and support of all system users on programme and student administration and student experience, ensuring students receive the highest quality experience in line with the University's policies.
- Oversee HDA Programme Administration across the University, ensuring effective and efficient process are developed and adopted.
- Develop specialist knowledge of KentVision and act as a KentVision stakeholder liaison to assist the KentVision Support team and Business Analysts across the student lifecycle functionality.
- Develop and implement University wide channels to improve the stakeholder liaison and system support. Evaluate/interpret/assess the needs of system users, identifying trends, generating ideas and co-ordinating the training team to best meet these needs.
- Provide relevant institutional committees and working groups with expert input in relation to all matters pertaining to student lifecycle administration and the student records system. Engage with colleagues across the University and the wider sector to both contribute to, and identify and assimilate best practice, ensuring that training continues to be fit for purpose and to support staff.
- Manage resources/budgets within allocated project/area where appropriate to ensure maximum value is delivered for resources deployed.
- Provide comprehensive support to both professional support and academic colleagues across the University, liaise with both central and divisional departments as necessary to ensure that processes are managed

effectively and continuously improved using the tools available within the student records system. Ensure training documentation is updated to ensure that it reflects the latest releases across the student lifecycle functionality.

- The role holder must have a strong and wide-ranging knowledge of the full student records system (and subsequent backend systems) to troubleshoot issues, initiate diagnosis of bugs or user gaps in knowledge, giving a solution or logging the fault/enhancement as appropriate in order to provide a timely resolution.
- Lead, motivate and develop relevant staff, providing clear objectives and managing performance against these, to ensure staff are appropriately motivated and trained to carry out their responsibilities to the required standards.
- Matrix work with the Student Record Administration Office in supporting the management of the University exams.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- The role holder will work with the Head of Profession for Student Administration and other managers within SPP to provide strategic direction of the University's training, stakeholder liaison and student record system support package. This will require understanding of the complexities and challenges facing the University and higher education (HE) sector.
- The role holder will need to manage a range of conflicting priorities and demands on time and resources, deciding how best to plan and organise own workload and that of the teams to ensure the best possible outcomes and to ensure an efficient, effective and robust service is provided. The ability to listen, understand and communicate with people of all levels, using tact and resilience is vital.
- The role holder will be expected to work at a strategic level with a high level of autonomy, drawing on knowledge and expertise gained from past experience, to advise the Head of Profession and the Directorates senior leader. The role holder will need to exercise consistent, positive and persuasive communications across the University to ensure engagement and appropriate use of the University's student records system.
- Provide specialist support and guidance in the development of the University's student record system to ensure its efficient, effective operation and regulatory requirements are met, with a clear view on deploying the knowledge across users once functionality is prepared for user acceptance and release.
- Provide support to the Senior Programme Administration Manager and lead on developing and rolling out streamlined approaches for all programme administration across the University.

Facts & figures

The Training team is part of the Student Record Administration Office, a large team offering a complete administrative service to students from acceptance of study through to alumni. There are approximately 17,000 current student records, including records from the University's Associate and Partner Colleges.

This role will manage the Training team, which provides guidance, training and support to approximately 2,300 KentVision users in both academic and administrative staff roles, the HDA Programme Administration team, and the Medway based Non-Standard Course and Programmes team. The latter two teams provide administrative support for non-standard student records.

Internal & external relationships

Internal: Academic and administrative members of staff in all divisions at all campuses, students

External: Advanced Secure, partner colleges, Tribal SITS, validated institutions

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Repetitive limb movements
- Pressure to meet important deadlines such as might be inherent in high profile projects
- There may be a requirement to work evenings and weekends
- Ability to occasionally travel in a timely and efficient manner between campuses

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- Relevant first degree or equivalent professional experience (A)
- Substantial leadership experience in an administrative environment in the higher education (HE) sector (I)
- A broad understanding of the key issues affecting HE (A, I)
- Proven organisational skills with the ability to prioritise a wide-ranging workload with competing priorities whilst delivering results and meeting deadlines (A, I)
- Good working knowledge of student lifecycle systems and processes (A, I, T)
- Experience of Tribal SITS system (A, I)
- Knowledge and understanding of University regulations, policies and procedures relating to academic administration, (e.g. Credit Framework for Taught Programmes, University Codes of Practice for Quality Assurance, Regulations) and experience of applying these (I)
- Experience of successfully managing staff, with well-developed team management skills and a clear passion for developing motivated staff and strong teams (I)
- Experience of streamlining office systems and implementing new processes and procedures (A, I)
- Experience of working with University systems or software, such as a student records system (A, I)
- Excellent IT skills, particularly MS Office packages – Excel, PowerPoint, SharePoint (A, t)
- Ability to build strong working relationships with academic and administrative members of staff to ensure effective communication (A, I)
- Excellent interpersonal skills and the ability to work confidently and diplomatically with people at all levels, from students to senior management (I)
- High level of literacy and excellent oral and written communication skills (I, T)
- Ability to provide vision and leadership for a team of direct and indirect line reports, together with the provision of advice and guidance to facilitate staff development (I, T)
- Work with minimal supervision, be able to prioritise own workload and meet deadlines (A, I)
- The ability to analyse practices, identify opportunities for improvement and engage people to enable improvement (I, T)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role (I)

Desirable Criteria:

- Experience of working in a confidential environment (A)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage