Job Description

Job title: Head of Student Journey

Faculty/ Directorate: Registry Services

Grade: 8

Full time: Permanent

	Duties of the role
Overall accountabilities of the role	The Head of Student Journey will be accountable for: • The end-to-end post-admissions student journey process from point of registration to timetabling. student fees and funding, international student services and wider registry functions. • Leading and managing a diverse team of specialist/professional staff in delivery of the Student Journey. • Service excellence leadership across Registry Services and co-ordinating student journey processes • Developing and implementing a clear and consistent, customer focused approach to the delivery of Registry Services to both staff and students.
Main duties and responsibilities	1. Responsible for the operational management of the student journey including registration, timetabling, attendance monitoring, UKVI compliance, international student services, being the key point of authority and contact for all matters. 2. To develop, lead and embed a culture of service excellence across Registry Services and to continually improve and integrate core student processes to meet student need. 3. To provide strategic and operational oversight of key statutory and regulatory requirements for UKVI and any other relevant regulatory bodies as and when necessary. 4. Lead on the university's UKVI compliance, visa advice and international student support. 5. Oversee the planning and effective delivery of student registration processes across the university, engaging stakeholders to ensure institutional needs are met, including all matters relating to student finance, international students, HESA data collection. etc 6. To partner with the Head of Student Records, engaging key stakeholders, data and process owners and functional leads towards a common aim of student data quality improvement and process optimisation. 7. Provide inclusive and empowering leadership to the Student Journey team which includes MyDMU, the International Student Services, and

	Duties of the role
	the timetabling and student attendance monitoring. and awards, and student fees and finance teams. 8. With the International Student Services team, develop embedded services so that international student need is met in a timely and proactive way, engaging new and continuing students and which facilitates student success. 9. Lead on developing improvements and enhancements to the University timetabling and monitoring attendance systems, policy and processes to ensure that teaching timetables are better suited to student requirements and student attendance/engagement improved 10. To advise the Director of Registry Services and other members of the University on (inter) national, regional and local developments and policy in the areas of student administration and to ensure that this intelligence is appropriately implemented and developed in the DMU context. 11. To ensure that senior staff are kept abreast of regulations and legislation likely to have an impact on student administration in its broadest sense. To ensure that the Director of Registry Services is briefed on such developments and the likely impact on the University's student related regulations, processes, procedures and systems. 12. In partnership with the Director of Student Life and Library Services and Directors of Faculty Operations, ensure the provision of high-quality, customer-focused and integrated frontline services which meet the needs of all stakeholders. 13. Work in close partnership with the Student Records team to ensure that student administration practice across RS and Faculty functions, ensuring they align and meet agreed standards and external requirements. 14. Work with institution wide stakeholders such as Strategic Planning and Insight, Future Students, Digital and Technology, International Office, etc, to ensure that we are able to successfully join up key cross institution requirements/ processes and development of new projects, systems changes, etc. 15. Proactive engagement with Faculty leads to ensure a consistent, transparent, documented and efficient approach to student administration and lead on the development of high-quality information, advice and guidance for students relevant to the Student Journey area. 16. Work with the Income section in Finance to develop a responsive student focused service to deal with tuition fee and payment issues. 17. Ensure, through training, information, induction and clear provision of information, that all staff engaged in student administration are upskilled, working with the Training & Development officer in the Student Records team.

	Duties of the role
	18. Engage actively with sector wide networks relating to all aspects of the student journey, and to maintain oversight of sector developments in such matters and to disseminate updates to the University as appropriate. Ensure that all heads of area are similarly engaged and report back on emerging sector trends or best practice. 19. Exercise sound financial management and accountability, using integrated budget planning to support the delivery of efficient, effective services, and manage operational budgets in line with university financial regulations and policies. 20. Work with DSU and other student representative bodies to understand student expectations of administrative services and ensure this is factored into process and service design. 21. Work collaboratively with faculties and other professional services directorates, setting optimal expectations and standards for all student facing services 22. Chair, and participate in, university committees, working groups and project teams as required. 23. Represent the university externally as required.

General Responsibilities	1. Act as an ambassador and advocate for De Montfort University. 2. Perform any other duties commensurate with the job grade as reasonably required from time to time. 3. Treat all DMU staff, students, contractors and visitors with dignity and respect regardless of their: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation. 4. The post holder is required to minimise environmental impact in the performance of the role, seek to promote environmental sustainability within area of responsibility and actively contribute to the delivery of the DMU Environmental Policy.

Person Specification

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Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Qualifications & Training	Educated to degree level or equivalent	Essential		Y			Y
	Postgraduate qualification or experiential equivalent		Desirable	Y			Y
Previous Work Experience	Experience of leadership within higher education, including management of staff and resources or making a significant contribution to change projects	Essential		Y	Y		
	Experience of policy and process development and improvement	Essential		Y	Y		
	Experience of building productive and enduring relationships across different areas.	Essential		Y	Y		
	Experience of designing and delivering presentations with the ability to adapt to varied audiences – for senior management and a wide range of stakeholders	Essential		Y	Y		
	Detailed experience of working in at least one of the areas that form part of the Student Journey	Essential		Y	Y		
	Experience of leading/contributing to projects related to student administration	Essential		Y	Y		
Specific Knowledge/Skills/Abilities/ Motivation/ Attitude Required	Excellent communication and interpersonal skills to engage and influence colleagues	Essential		Y	Y		
	Excellent organisational skills with ability to prioritise and manage own workload	Essential		Y	Y		
	Ability to work accurately under pressure and to tight deadlines whilst managing a complex varied	Essential		Y	Y		

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
	and heavy workload						
	Ability to write clear and concise reports encompassing complex issues	Essential		Y	Y		
	Excellent problem-solving ability and analytical skill	Essential		Y	Y		
	Demonstrable ability to drive business change to enhance the student experience	Essential		Y	Y		
	Demonstrate a good awareness of the issues that students face, particularly around student finance and immigration requirements	Essential		Y	Y		
Additional Requirements	Willingness to work flexibly as required.	Essential		Y	Y		
	Active engagement with personal and professional development	Essential		Y	Y		
	Demonstrate ability to collaborate/cooperate in wider projects within an organisation	Essential		Y	Y		

***A = Application Form; I = Interview; T = Test; D = Documentary Evidence**