

Job Description

Job Title:	Academic Services Manager
Accountable to:	Head of Academic Office
Hours:	Full time (35 hours per week)
Grade:	University Grade 6

Overview of the role

The Academic Services Manager is responsible for the operational management of academic and student administration across the student lifecycle, with particular responsibility for on-course student processes, student data integrity, and the administration of College scholarships and grants. The post-holder plays a central role in ensuring the smooth day-to-day functioning of the Academic Office, following the termly cycle and the delivery of a high-quality, professional service to students and colleagues.

The role is based in the Academic Office, which supports students from admissions and enrolment through to graduation and plays an important part in the student experience at St Antony's College. The Academic Services Manager works closely with the Head of the Academic Office, line-manages the Academic and Support Officer, and works alongside the Admissions Officer. The team works with academic leads such as the Senior Tutor, Dean, and Tutor for Admissions, and with professional services teams across the College and the University, including Accounts, Accommodation, and Development.

The Academic Services Manager is the main operational point of contact for academic administration and student data. The role involves maintaining clear processes, ensuring consistent practice, and raising issues when guidance is unclear or when student welfare or risk needs attention. The post-holder will be required to work on site at the College.

Main duties and responsibilities

The Academic Services Manager oversees on-course student administration, line-managing one member of staff and maintaining high standards of student data quality. The role combines operational oversight, hands-on process management, and people management to ensure effective academic services and a positive student experience.

Some responsibilities are shared within the Academic Office to support continuity of service and resilience during busy periods. The role has three main elements:

Academic operations and student administration

- Manage the day-to-day running of the Academic Office's on-course student operations, ensuring the effective delivery of academic services across the academic year, including the smooth management of all termly activity and the consistent management of processes.
- Oversee and manage enquiries from applicants, students, and graduands, acting as the main operational point of contact for complex matters relating to academic status, procedures, examinations, adjustments, and funding, and ensuring timely, appropriate responses via inbox, phone, and in person, with delegation and escalation as required, using good judgement.
- Monitor academic progress and oversee College processes relating to academic status and progression, including course changes, suspensions, withdrawals, returns to study, extensions, dispensations, and changes to mode of study, ensuring accurate records and timely communication with relevant colleagues.
- Oversee examination administration and delivery, including the online examination entry process and results, implementation of reasonable adjustments in line with the Equality Act 2010, alternative College-based examination arrangements where required, support for student option changes, and coordination of the examination period, including invigilation, examination set-up, collection of papers, and coverage of exam core hours, which may involve irregular working hours from time to time.
- Act as the College's Disability Officer, working closely with the University's Disability Advisory Service and the College welfare team to support appropriate arrangements for prospective and current students.
- Prepare, certify, and issue standard documentation, including status letters, transcript letters, and enrolment certificates, and oversee the ordering of University cards.
- Contribute to induction, enrolment, and matriculation processes, ensuring smooth registration and effective communication of College and University processes.
- Liaise with University departments as required and maintain a detailed working knowledge of relevant University and College regulations.
- Manage and review the end-of-membership process for students completing their degree, working with Accounts and the Development Office.
- Oversee and manage graduation administration, including liaison with the University and attendance at ceremonies as required, and support wider Academic Office activity across the student lifecycle at peak periods.
- Ensure student-facing webpages relating to academic administration are accurate and up to date, working with the Communications Manager and relevant colleagues as required.
- Collate and distribute the student newsletter for enrolled students as well as the pre-arrival newsletter for applicants
- Liaise with the Head of the Academic Office on academic and welfare-related matters, escalating concerns appropriately.
- Line manage the Academic and Support Officer, providing guidance, training, and workload oversight, and supporting a collaborative and resilient team culture within the Academic Office.

Student Data & Processes

- Act as the Academic Office data champion and main operational contact for student data, ensuring the accuracy, integrity, and appropriate use of student records across College and University systems.

- Own and maintain academic business processes and procedures, ensuring they are clearly documented, consistently applied, and reviewed as required.
- Work collaboratively with colleagues across the College, the University, and other colleges to support consistent data standards, processes, and interpretations.
- Manage the annual intake of new students, continuing student records, and the annual rollover of student data, ensuring timely and accurate updates to student status, fee liability, thesis submission, leave to supplicate, and alumni status.
- Drive data quality improvement within the Academic Office, identifying issues, implementing improvements, and supporting good practice across the student lifecycle.
- Provide accurate and timely student data to other teams, including Accounts, Accommodation, and Development, in line with agreed deadlines and operational requirements.
- Prepare and manage annual student satisfaction surveys, analysing outcomes and reporting to relevant committees.
- Produce the annual student data report for the College's EDI Advisory Board.
- Ensure student records are managed in accordance with UK records and data protection legislation and College records management and archive policies
- Monitor and update student-facing webpages and digital content relating to academic administration, ensuring these are accurate, clear, and up to date.

Scholarship and Student Funds

- Act as the Academic Office lead for scholarships, bursaries, grants, and financial assistance, working closely with the Development Director, Head of the Academic Office, and relevant external and University stakeholders.
- Analyse quantitative and qualitative data relating to the student body and provide clear, evidence-based advice on scholarship provision and fundraising priorities, applying equality and fairness considerations in practice and exercising sound judgement.
- Take full operational responsibility for the College's Financial Assistance Fund, including administration, record keeping, and liaison with the Head of the Academic Office, Bursar, and Accounts.
- Manage the University run student funds, including advising students and administering applications in a timely fashion.
- Lead the administration of College-owned scholarships, bursaries, hardship funds, and grants, ensuring accurate records of awards, budget accounts, duration, and purpose.
- Manage the publicity of College scholarships and funding opportunities, ensuring timely and accurate communications and completion of the required University returns within set deadlines.
- Set, manage, and review the framework for allocating termly travel and research grants, recommending refinements and implementing agreed changes.
- Provide operational support and advice to senior colleagues involved in decision-making on scholarships and hardship funding.

The post-holder will undertake other duties appropriate to the grade at the direction of the Head of the Academic Office and will provide cover for colleagues within the Academic Office as required.

Person Specification

Essential

- Educated to degree level or equivalent relevant professional experience
- Administrative experience in the higher education or equivalent sector, with knowledge of procedures for academic and student support
- Enjoyment of working with data and systems, the ability to analyse and manipulate data in Excel, a keenness to act as a data champion in the College, and high levels of accuracy and attention to detail
- Experience in a role requiring excellent customer service
- Demonstrably excellent organizational skills, including the ability to balance demands from different areas, prioritise work, manage time effectively and remain calm under pressure
- Excellent written and spoken communication and interpersonal skills, with the ability to deal confidently with a range of people
- Good judgement and the ability to deal appropriately with confidential and sensitive information
- Experience of providing support to students, and using problem solving skills within procedural guidelines
- Very strong IT skills appropriate to a Windows-based office, particularly Excel, the role is ideal who enjoys working with and analysing data with high levels of accuracy and attention to detail
- Experience of working as part of a small team as well as independently such that you work resourcefully and cooperatively– this includes willingness to take ownership of duties, the ability to problem-solve, and possessing the judgement to know how and when to take initiative
- Experience in managing staff and leading a small team
- Excellent interpersonal skills, including the ability to work as part of a team and to relate to and win the confidence people at all levels of an organisation, including senior academic colleagues
- Experience of writing and/or interpreting academic regulations
- Strong understanding of data protection legislation and ability to apply in the context of the Academic Office
- Flexible approach to the role (some weekend/evening work will be required), with a cooperative attitude
- Commitment to working in an international, multicultural environment and sympathy with the values, ethos, and objectives of a small, collegiate institution.

Desirable

- Relevant knowledge of the collegiate University system
- Experience of working with an international audience
- Successful experience of improving or creating new processes and procedures