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Graduate School Manager

COLLEGE OF SOCIAL SCIENCES

COLLEGE OF SOCIAL SCIENCES ADMIN

Management Professional & Administrative

-GRADE 8

Job Purpose

As a member of the college professional services leadership team play a lead role in partnership with the Dean of the Graduate School and senior colleagues in the successful delivery of the college PGR strategy and support of PGT growth ,evidenced by a step change improvement in key performance measures both internal and external.  
  
Reporting in the interim to the Director of College Professional Services, working across the University to lead an enhanced student learning experience for post graduate students supported by efficient and effective end-2-end processes and high-quality management information.  
  
This is a strategic business partnering role, integral to influencing highly effective decision-making to progress college strategic objectives as well as informing the process and organisational design to effectively support post graduate students within the college.

Main Duties and Responsibilities

1. Work in partnership with the Dean of the Graduate School and senior academic colleagues across the college to successfully deliver the College PGR strategy. Key senior contributor and college professional services lead in developing the operational plans and identifying enabling strategies to drive engagement and traction in PGR KPI performance.

2. Work in partnership with the Dean of the Graduate School and senior academic colleagues across the Schools to inform high quality decision-making in the shape of the college PGT offering to fulfil the student growth strategy.

3. Lead/make a senior level contribution as part of a College/University-wide process improvement programme in the re-engineering of end-2-end business processes driving efficiency gains and improving the service provision to students and staff.

4. Lead/make a senior level contribution to successfully implement change management programmes in line with the University and College strategic vision and strategic deliverables including informing the future college organisational shape to support PGT and PGR students.

5. Play a key role in the development of management information reporting, through insightful interpretation, both identify and deliver on focused actions to drive a step change in KPI performance and internal metrics e.g. completion statistics.

6. Lead/make a senior level contribution to successfully implement change management programmes in line with the University and College strategic vision and strategic deliverables.

7. Lead a team of up to 5 staff ensuring that resources and skills are aligned to a highly effective student service provision in adherence with the University’s governance framework.

8. Effectively manage in partnership with the Dean of the Graduate School the various related committees ensuring that progress on strategic objectives as well as mandated compliance approval processes are delivered in line with University policies and standards.

9. Effectively manage the processing of postgraduate student appeals and complaints to ensure adherence to procedures, equitable treatment of students and timely processing of cases.

Knowledge, Qualifications, Skills and Experience

**Knowledge/Qualifications**

**Essential:**

A1 Scottish Credit and Qualification Framework level 9, 10 or 11 (Ordinary/Honours Degree, Post Graduate Qualification) or equivalent, including being professionally qualified in a relevant discipline, with a broad range of professional experience in a similar management role. Or ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary professional knowledge and management skills in a similar or number of different specialist roles.

A2 Knowledge of governance and business processes in a large complex organisation.

A3 Knowledge of Lean/process improvement and change management.

**Desirable:**

B1 A relevant post graduate degree Masters or PhD.

B2 Knowledge of and understanding of the HE sector and potential challenges

B3 Knowledge of national policies and initiatives that are impacting on the provision of research degree programmes and PGR training in the UK.

**Skills**

**Essential:**

C1 Excellent communications and presentation skills.

C2 Excellent interpersonal skills, particularly influencing, negotiation and diplomacy.

C3 Highly effective leadership skills as a strategic business partner

C4 Proven track record of leading change across a complex organisation.

C5 Proven track record of business process improvement delivery.

C6 Proven track record of successful project management.

C7 Resilient and able to maintain momentum in the face of challenges and setbacks.

C8 Develop and implement business analytics to facilitate effective decision-making.

C9 Excellent customer service, stakeholder management and business partnering skills.

C10 The ability to develop, deliver and articulate a clear vision.

C11 The ability to develop operational plans to support strategic initiatives.

C12 Excellent ability to empower and motivate others to deliver a high-performance culture in a participative manner.

**Experience**

**Essential:**

E1 Extensive and recent administrative management/leadership role in a medium/large complex organisation.

E2 Extensive and recent experience in a business partner role working with senior staff in the delivery of strategic objectives specifically helping to formulate, develop and implement key operational plans to facilitate sustained traction.

E3 Significant experience using Lean/other methodology in the delivery of significant benefits to the business through process improvement/change management programmes.

Job Features

**Dimensions**

1 Member of the College Professional Services Leadership team.

2 Responsible for ensuring an effective professional services support provision for 600 postgraduate Research students and relevant academic staff.

3 Strategic and operational KPI performance measures delivery.

4 Lead and contribute towards College and university-wide strategies.

5 Lead a team of up to 5 staff.

**Planning and Organising**

• Lead the planning and organisation of an efficient and effective professional services provision for new and continuing post-graduate students.

• Responsible for shaping, influencing and effective management of college strategic deliverables through the various committee structures.

• Ensure full compliance with the university’s governance framework and timelines.

• Contribute to planning and organisation of the College projects/initiatives.

• Contribute to planning and organisation of College or University-wide projects/initiatives.

• Respond promptly to new initiatives and opportunities as and when they arise.

• Determine priorities to meet deadlines

**Decision Making**

• Determine overall support service priorities in line with strategic and operational deliverables.

• Provide high quality advice and guidance to the Dean of the Graduate School and other senior academic/professional services staff.

• Using insightful analysis support highly effective and impactful decisions through influencing and leveraging key relationships across the college.

• Interpret and use appropriate discretion in application of University policy and procedures, taking advice as necessary.

• Decide on appropriate action for handling complex issues.

**Problem Solving**

• Analyse and devise solutions to resolve significant process and structural issues within the Graduate School remit.

• Effectively evaluate and manage acceptable risks in strategic and operational plans.

• Balance competing needs in setting and managing operational plans.

• Provide guidance and advice to staff and students as appropriate.

•Propose alternative strategies and negotiate appropriate solutions in overcoming challenges.