

STUDENT LIFE MANAGER – ACADEMIC PARTNERSHIPS



Department:	Student Life
Grade:	8
Reports to:	Assistant Director of Student Life
Responsible for:	Student Life Officer (Academic Partnerships) Student Life Assistants (Academic Partnerships)

Job Summary and Purpose: The Student Life Manager (Academic Partnerships) plays a key role in supporting the delivery of high-quality student administration services across the University's academic partnerships, including franchise and collaborative provision. This role acts as the operational link between UCA and its academic partners, ensuring consistent, compliant, and student-centred administrative support.

Working within the Student Life department, the post holder will lead on academic administration, curriculum management and student records processes for partner provision, ensuring accurate enrolment, progression, and data reporting. They will collaborate closely with internal teams (such as the Academic Partnerships Office, Campus Life, Student Records, Quality and Standards and Finance) and external partners to provide a seamless student experience.

The role requires a strong understanding of academic regulations, student lifecycle processes, and partnership operations. The post holder will also contribute to the development of systems and practices that support effective communication, data integrity, and continuous improvement across UCA's academic partnerships, ensuring alignment with UCA's own practices and procedures.

1 KEY RESPONSIBILITIES

- Manage a team of professional service staff, overseeing the day-to-day operations of the Student Life (Academic Partnerships) service, ensuring compliance with relevant regulations, policies and procedures and that roles and responsibilities are shared amongst the team, fostering a culture of collaboration and shared ownership of a students' academic journey and experience from registration through to graduation.

- As a team, deliver student record maintenance including enrolment status, fee and debtor status, progression and award, and compliance with internal and external demands in respect partnership students.
- As a team, deliver curriculum management (such as student information and programme and module details) within the Student Management System (e.g. SITS).
- Undertake processes required for the Student Loans Company, including changes in student study and/or fees and notifying the SLC, maintaining compliance with SLC requirements and supporting the financial wellbeing of students enrolled through partner institutions.
- Act as the primary operational liaison between UCA and its academic partners for matters related to academic administration, ensuring effective communication, coordination, and delivery of administrative support services.
- Work closely with the Student Records Manager to ensure the accuracy, consistency, and integrity of student records for partner provision, maintaining compliance with institutional policies and external regulatory requirements and deferring to the Student Records Manager where necessary.
- Service and support the administration of assessment boards for partner provision, ensuring accurate preparation and timely submission of student data, and working collaboratively with internal teams, academic partners and academic colleagues to uphold academic standards and regulatory compliance.
- Work closely with Campus Life teams to ensure a coordinated and collaborative approach to sharing resources across teams, supporting consistent service delivery for all students.
- Support and collaborate with colleagues across in equivalent teams in partner providers to foster a thorough understanding of partner working practices and to deliver timely, accurate work that ensures seamless support for our students.
- Represent UCA as relevant in professional networks external to the University promoting service innovation and ensuring that the service adopts best practice from across the sector and the wider profession, particularly related to our development of our service in relation to the University Mental Health Charter Framework.
- Deputise for the Assistant Director of Student Life when appropriate, representing the Student Life (Academic Partnerships) service internally and externally, and ensuring the delivery of a high quality, efficient and professional service.
- Be a proactive member of the Student Life team, meeting regularly to share best practice, participate in case discussions and to contribute to the development of policies, processes and materials related to the area of student advice, ensuring a culture of continuous improvement.
- Participate as directed in University 'set pieces' such as enrolment, open days, and graduation ceremonies, representing the Student/Campus Life team and student experience at UCA as and when required.

2 RESPONSIBILITIES OF ALL STAFF

- To undertake such other duties as are within the scope and spirit of the job purpose, the job title, and the grade.
- Maintain and promote health, safety and wellbeing awareness and commitment within the framework of the University's Health, Safety & Wellbeing policy.
- Take responsibility for health and safety of yourself and others in carrying out the duties of the role.
- To promote equality, diversity and inclusion in your performance of your duties.
- To actively participate in learning and development to meet the requirements of your role and the University.

3 SELECTION MATRIX

Representative Knowledge, Skills and Experience – Grade 8		Essential	Desirable	Used to shortlist
1	Degree level qualification, often with some post graduate education such as a professionally accredited course, or equivalent experience acquired through a combination of vocational training and considerable on the job experience	x		x
2	Comprehensive knowledge of work practices, procedures, systems and equipment of registry or course administration function, to be able to advise others on their application and provide first line advice and guidance to clients.	x		x
3	Working knowledge of the activities of other areas of the University as relevant to the role	x		
4	Experience of responding independently to unforeseen problems and situations.	x		
5	Proven written and verbal communication skills	x		
6	Proven management skills	x	x	x
Role Specific Knowledge, Skills and Experience				
7	A track record of employment in a higher education setting providing academic administration support services (e.g. registry or course administration function), preferably with experience of managing staff and a service.	x		x
8	A track record of working in an environment reliant on multiple data management systems (e.g. SITS & Blackboard) and which inform support and advice to clients which is timely and high quality	x		x
Personal Attributes and Behaviours				
9	A commitment to developing high performing teams, with specific examples of delivering this.	x		x
10	A commitment to continuous improvement by timely completion of mandatory staff training and optional development opportunities as relate to this role	x		

Does the role require a DBS? NO
