

Student Support Manager

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Company: The University of Edinburgh

Location: United Kingdom

Category: other-general

Student Support Manager

College of Science and Engineering / School of Mathematics

Grade UE07 – £39,347 - £46,974 per annum

Open ended: permanent

Full time: 35 hours per week

The Opportunity

The School of Mathematics wishes to recruit an outstanding Student Support Manager for its Student Support Team. Working in close collaboration with academic and professional services staff, you will be one of the senior members of staff within the School responsible for delivering student support services that are both excellent and responsive to change. You will have line management responsibility for all members of the Student Support Team (currently 6 x Student Advisers and 2 x Student Support Administrators).

The Student Support Team is one of three teams within the wider School of Mathematics' Student Services Team (Student Support Team; Student Development Team; and the Mathematics Teaching Organisation (MTO)). The three teams work together to ensure that the School offers a student experience of the highest quality.

The post is full-time (35 hours per week) and is primarily campus-based, although post-holders may be permitted to work from home up to one day per week at certain times of the year.

The School is situated in the James Clerk Maxwell Building (JCMB) on the King's Buildings campus. We have approximately 1000 students on our undergraduate programmes,

spread across five-year groups, and welcome around 250 MSc students each year.

The School is passionate about delivering a world-leading educational environment for its students, and is constantly exploring new ideas in mathematical education in order to provide a stimulating learning experience. Quantitative skills have never been more in demand, and our students graduate with strong skills in critical thinking, independent learning and communication.

Your skills and attributes for success

We anticipate that the successful candidate will:

have a background in student support;

be knowledgeable about Higher Education processes, procedures and regulations, particularly those relating to student support and the student experience;

have experience of leading and managing teams and working collaboratively across teams;

have experience of working with student record systems and databases;

and have excellent problem-solving, interpersonal and communication skills, with an ability to influence others.

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