

## Manager of Academic Services

**Position Title:** Manager of Academic Services

**Position Status:** Permanent following successful probation

**Probation Period:** 6 (six) months

**Annual Leave:** 28 days

**Reports To:** Director of Academic & Student Services

**Location:** Leipzig, Germany

**Application deadline:** 09.05.2025

**Number of roles available:** 1

### General Information About Lancaster University Leipzig

Lancaster University Leipzig offers a range of Lancaster University (LU) degree programmes and is committed to providing the same academic quality and fully rounded student experience as in the UK. In January 2020, the campus opened with an LU accredited foundation programme delivered by Navitas Germany GmbH – part of Navitas Group - an Australian public listed company. As a modern and dynamic educational institution committed to providing quality educational programmes and excellent student support in an environment that encourages students to achieve the best possible results in their studies. Lancaster University Leipzig offers a broad portfolio of undergraduate, post-graduate and pathway programmes in Business and Computer Science.

### Your role:

The Manager of Academic Services is a critical member of the professional services team with a focus on managing the key aspects of the student life cycle with regard to records and reporting compliance, academic services, quality and standards, regulatory provision and student performance strategies to assure each student maximises their learning experience and potential.

The role requires an experienced higher education professional who is able to use their initiative and be an active and productive member of a cross functional team, working with the admission, marketing and student services functions.

The Manager of Academic Services works with fellow members of the Management Team and is supported by professional services colleagues in the provision of an extensive and comprehensive information management and academic services provision to students and staff.

### Key Relationships:

- i. Director of Academic and Student Services
- ii. Student & Academic Services Team
- iii. College Director
- iv. Academic Staff
- v. Programme-Leads

vi. Departmental Teaching Leads

**What you'll do:**

We invite applications from appropriately qualified and experienced individuals interested in being a vital part of a successful student experience. The post holder requires high energy and commitment to ensuring that the services and support provided to students are the best possible. In this the Manager of Academic Services will work across the following areas:

**Management Responsibilities**

- Effective implementation of relevant policies, procedures to guide and shape the academic services.
- Develop and maintain a collaborative approach to improving services and operational relationships with the departments as appropriate for the management of examinations; timetabling and programme development.
- Monitor progress towards goal achievements and implement timely corrective action (where required).
- Provide direction and leadership in the student academic services area
- Lead the timetabling processes for the university.
- Manage the HR process for Academic Services staff including recruitment, induction and development.

**Academic Administration**

- Manage the student records systems to required standards and accuracy.
- Ensure compliance required for visa and health insurance regulations within the student records system.
- Provide reporting of student status and performance to internal stakeholders.
- Prepare and interpret statistical data and trends relating to the academic performance of students and implement appropriate response mechanisms.
- Lead, manage and direct the team for the effective and efficient academic reporting to the University Senior Management Board, Module Boards and Progression Boards.
- Coordinate and administrate preparation for all quality and standards led audits and inspections by internal and external stakeholders.
- Responsible for the ensuring the provision of effective and accurate timetable and attendance monitoring processes resultant processes to required standards and reporting mechanisms.
- Ensuring understanding by all participants in the educational process of responsibilities, standards and expected outcomes.

**Learning and Teaching**

- Manage and coordinate all assessment points and examination period to required standards and protocols.
- Ensure that all front line student learning queries i.e. timetable information and changes, assessment regulations, results release, results appeals and so forth are dealt with in a timely manner, clearly and executed to service standard.
- Manage the process of emplacement and ongoing supervision of Individual Student Learning Plans as required by learners with specific needs in direct liaison with the Student & Academic Services team.
- Manage and ensure that all learner information, relating to stages of study, timetable,

assessment policies and regulations, academic appeals, assessment and final examinations schedules, results release, learning materials and so forth, are current on the student portals, with timely access to all key stakeholders and where required in liaison with appropriate Programme-Leads and Departmental Teaching Leads.

- Lead administrative and regulatory provision for Module Boards, Progression Boards and academic appeals, inclusive of the production of timely and accurate information reporting
- Demonstrate a knowledge and understanding of the Lancaster University and its degree programmes to provide accurate and robust advice to all stakeholders.
- Liaise with Programme-Leads, Departmental Teaching Leads and Link Tutors on academic and quality matters as required.

### **Timetabling**

- Manage and coordinate all timetabling and teaching space allocation in liaison with the Departmental Teaching Leads as appropriate.
- Assist with the programming of Eventmap and building of the annual time- and room planner.
- Publish the timetable in advance of the start of the semester and respond to timetabling requests from students and staff throughout the academic year.

### **Assessment Operations**

- Coordinate examinations and coursework assessments (online and face-to-face), as well as invigilation.
- Support the provision of front-line services to students and academic teaching staff providing on-going support with regards to key information concerning the academic environment and associated technologies.
- Coordinate the administration surrounding academic misconduct, exceptional circumstances and appeals.

### **Cross-Departmental Tasks**

- Support, when needed, with cross-departmental events, such as company rentals, conferences, recruitment events.
- Support, when needed, with the production of admissions related documents and following admissions processes.
- Support, when needed, with the creation of marketing material, especially student testimonials, success stories and examples of best practice.

### **Other**

- Maintain confidentiality at all times regarding campus information and student files.
- Provide support for major academic events such as orientation, registration and graduation and to assist with the planning and co-ordination of ad-hoc projects.
- Attend staff meetings and training as required.
- Continue to develop skills and knowledge in work practices, policies and procedures.

This job description reflects the present requirements of the post, and as duties and responsibilities change/develop, the job description will be reviewed and be subject to amendment in consultation with the post holder.

The post holder will carry out any other duties as are within the scope, spirit and purpose of the job

as requested by the Director of Academic & Student Services, the Director Marketing and Recruitment, the Head of Academic Operations, the Academic Dean and the Campus Director.

### **Your Profile:**

Interested applicants will demonstrate the following essential and desirable attributes:

#### *Essential*

- Degree-level education or related sector qualifications/training.
- Experience of management /team leadership.
- Experience in an education, visa, immigration, or customer service-focused environment.
- Good understanding of higher education processes and the student life cycle.
- Strong verbal and written communication skills in English.
- Have the ability to direct and communicate with staff and students from a diverse range of cultural and educational backgrounds.
- Excellent knowledge and understanding of front-line customer relationship management.
- Proven ability to work effectively as a team player.
- Proven ability to organise own workload and manage a variety of task demands.
- Flexible attitude towards work, including a willingness to work weekends and evenings to support student and administrative activities.
- Computer literacy skills, including demonstrated competence with Microsoft Office suite (PowerPoint, Excel, Word, and Outlook).
- Good data analysis skills.
- Proficiency in Microsoft Excel, particularly in data filtering, pivot tables, and mail merging functions.
- Strong attention to detail, particularly with regard to understanding policies and procedures.
- Possess a proactive and positive “can do” mentality.

#### *Desirable*

- Experience working in an international education setting.
- Front-line customer relationship management experience with a multicultural clientele.
- Familiarity and understanding of the German visa process.
- Verbal and written German language competencies.
- Experience working with CRM systems.

Navitas is a safeguarding employer and the successful applicant may be required to undergo a German criminal record check (Erweitertes Führungszeugnis).

### **Application Process:**

Please send your cover letter, curriculum vitae, and two contacts (including positions) for references in one PDF file, indicating your name to [recruitment@lancasterleipzig.de](mailto:recruitment@lancasterleipzig.de) . If your application is seen as a suitable fit, the following process will be observed:

#### **1. First Interview:**

**Interviewers:** Campus Director and Director of Academic & Student Services

**Format:** Face-to-face interview on campus

**Purpose:** This interview will focus on assessing whether your skills and experience align with the requirements outlined in the job role description. It provides an opportunity to meet your line manager and discuss the specifics of the role and the support available to you. The aim is to ensure that you possess the necessary competencies and qualities to excel in this position.

## 2. Meeting team members:

**Interviewers:** Senior Manager Academic Office and Campus Services Manager

**Format:** Informal meeting

**Purpose:** This session is designed to introduce you to members of the professional services team you will be working with. It will provide a more informal setting where both you and the interviewers can discuss the university culture, team dynamics, and the overall environment. This is your opportunity to ask questions about the department's working style, values, and future goals. The goal is to determine mutual compatibility and ensure that both you and the team are a good cultural fit for each other.