

Manager of Student Services

Position Title: Manager of Student 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: 31.05.2026

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 Student Services plays a key role in providing operational leadership for all aspects of student support at Lancaster University Leipzig. The postholder will oversee the delivery of high-quality, inclusive support services that enhance student wellbeing, satisfaction, and success. This role serves as the lead for safeguarding, well-being coordination, disability and inclusion support, and student engagement initiatives, ensuring an enriched student experience throughout the student lifecycle.

The role requires an experienced higher education professional who can use their initiative and be an active, productive member of a cross-functional team, working with the admissions, marketing, and academic services functions.

Key Relationships:

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

What you'll do:

The Manager of Student Services delivers an enriched, student-centred experience throughout the entire university journey. You foster a deep sense of belonging while leading staff to manage critical administration, including attendance monitoring and international registration support. As a focal point for welfare and holistic wellbeing, you ensure distressed students receive appropriate specialist referrals. Through university-wide collaboration, you drive continuous service improvement, making students true partners in their education within a nurturing academic community. In this, the key responsibilities include the following areas:

Management Responsibilities

- Supervise, support and provide leadership in the student support services area
- Lead the day-to-day operations of the student services team by applying consistent practice, optimising workflow, and developing the team.
- Manage the HR process for Student Services staff, including recruitment, induction and development.
- Effective implementation of relevant policies and procedures to guide and shape the student support services.
- Deliver regular staff training in safeguarding, mental health awareness, and inclusive practice.
- Foster a student-centred service culture built on professionalism, empathy, and respect.
- Contribute to campus-wide strategy development, quality reviews, and policy updates.
- Prepare reports, and case data for leadership, partner institutions, and internal stakeholders.

Student Wellbeing and Welfare Support

- Develop, implement, and oversee student wellbeing policies and procedures.
- Coordinate proactive wellbeing and mental health interventions, including crisis management and case coordination for complex issues.
- Ensure welfare enquiries are responded to appropriately and referred to the relevant specialist services/colleagues, such as the Personal Tutor, Student Support Officer, and external Counselling Service.
- Collaborate with external agencies and professional services to provide appropriate referrals and ensure continuity of care.
- Support an approach that empowers students to draw on their own abilities, resources, and networks while offering information, signposting, and a crucial safety net.

Safeguarding and Compliance

- Act as the designated **Safeguarding Officer** for the campus, ensuring full compliance with safeguarding requirements.
- Lead on policy development and staff training for safeguarding, child protection, and vulnerable adult support.
- Provide oversight and guidance on health insurance, residence permit, and immigration-related concerns affecting international students.
- Manage the student records system to required standards of accuracy, ensuring visa and health insurance compliance requirements are accurately monitored, maintained and recorded.

- Ensure accurate communication of legal and procedural information to students and staff.

Disability, Inclusion, and Accessibility Support

- Oversee disability support frameworks and ensure the provision of reasonable adjustments.
- Liaise with students and teaching staff to ensure equal access to learning and campus resources.
- 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.
- Maintain records and data to support regulatory compliance and monitoring.
- Coordinate the scheduling of 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 with key academic information and associated learning technologies (e.g. Moodle).

Attendance, Retention, and Student Success

- Monitor student attendance and engagement patterns across the campus.
- Lead and coordinate early-intervention strategies to reduce withdrawals, repeat years, and academic disengagement.
- Use data analytics to inform campus leadership on trends and to recommend targeted interventions.

Student Engagement and Communication

- Lead initiatives to strengthen community, belonging, and student involvement in campus life.
- Organise welcome week, peer mentoring, and engagement programmes that enhance student satisfaction and integration.
- Coordinate communication between students, faculty, and administrative departments to ensure consistent and timely information flow.
- Coordinate the Student of Concern process, including follow-up actions and closing the feedback loop with relevant stakeholders.
- Oversee the production of student documentation and official correspondence, including letters issued for a variety of academic and administrative purposes.

Cross-Departmental Tasks

- Support, when needed, with cross-departmental events, such as company rentals, conferences, and 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 welcome week, registration and graduation, and assist with the planning and coordination 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 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 of Admissions, 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.
- Proven leadership experience managing diverse or multidisciplinary teams.
- Experience in an education, immigration, or customer service-focused environment.
- Good understanding of higher education processes and the student life cycle.
- High proficiency in 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.
- Strong interpersonal skills and solution-focused work practice.
- 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.
- 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 with UK higher education structures and safeguarding standards.
- Familiarity and understanding of the German visa process.
- Verbal and written German language competencies.
- Experience supporting students with disabilities and implementing inclusive practices.
- 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 . 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 Manager Academic Services

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.

We thank all applicants for their interest; however, if you have not heard from us within two weeks of the application deadline, please assume that your application has not been successful on this occasion.