

Cyfadran/Adran	Cynllunio Strategol a Gweinyddiaeth Myfyrwyr
Adran	Gweinyddiaeth Myfyrwyr
Teitl y Swydd	Rheolwr Gweinyddiaeth Myfyrwyr
Gradd	SA&P2
Yn atebol i	Cyfarwyddwr Cynllunio Strategol a Gweinyddiaeth Myfyrwyr (SPSA)

Prif Atebolrwydd

Mae'r rhan hon o'r Gyfarwyddiaeth yn faes allweddol o gymorth canolog sy'n gweithio i ddarparu systemau a gwasanaethau gweinyddol technolegol uwch o ansawdd dda i hwyluso taith y myfyriwr o'r cyfnod cofrestru hyd at gyflwyno'r dyfarniad. Bydd deiliad y swydd yn atebol i'r Cyfarwyddwr am sicrhau arweinyddiaeth broffesiynol ar gyfer datblygu a gweithredu strategaethau'r Brifysgol i wella'r profiad myfyriwr (boed yn israddedig neu'n ôl-raddedig), ac arwain datblygiad a darpariaeth gwasanaethau rhagorol i'r holl fyfyrwyr ar draws yr ystod lawn o weithgareddau gweinyddiaeth myfyrwyr, megis (ond ddim yn gyfyngedig i'r canlynol) ffurfio amserlenni, gwaith achos myfyrwyr, asesiadau ac arholiadau, dilyniant, dyfarniadau a graddio. Byddant yn gweithio ar y cyd ar draws holl feysydd y Gyfarwyddiaeth ac mewn partneriaeth â Chyfadrannau a Gwasanaethau Proffesiynol eraill i ddarparu gwasanaethau effeithiol, hygyrch a pherthnasol.

Tasgau Allweddol

1. Darparu rheolaeth llinell, arweinyddiaeth a ffocws cyffredinol i'r tîm Gweinyddiaeth Myfyrwyr a sicrhau bod gan staff amgylchedd cefnogol a hwylus ble gallant weithio'n effeithiol wrth gyflawni gradd uchel o fodlondeb swydd.
2. Arwain darpariaeth y prosesau gweinyddiaeth myfyrwyr allweddol sy'n cefnogi israddedigion ac ôl-raddedigion trwy eu "taith myfyrwyr", megis (ond ddim yn gyfyngedig i'r canlynol) ffurfio amserlenni, gwaith achos myfyrwyr, asesiadau ac arholiadau, dilyniant, dyfarniadau a graddio, gyda chefnogaeth gan bolisiau a rheoliadau priodol lle bo angen.
3. Sicrhau bod darpariaeth gwybodaeth effeithiol i fyfyrwyr, a gwella'r gwasanaeth "wyneb yn wyneb" sy'n bodoli eisoes trwy gymorth gwell ar-lein
4. Gan weithio gydag uwch randdeiliaid eraill, datblygu a gweithredu strategaethau lefel uchel y Brifysgol ar gyfer gweinyddiaeth myfyrwyr, gan arwain symudiad o ddull gweithredu swyddogaethol i un sy'n gogwyddo tuag at yr hyn sy'n bwysig i fyfyrwyr ym mhob pwynt o daith y myfyriwr.

5. Sicrhau bod Cyfadrannau'n cael cefnogaeth i ddatblygu eu cynlluniau i gyflawni amcanion strategol sefydliadol a bod academyddion yn cael eu cefnogi i lwyddo yn eu rôl ym mhrosesau gweinyddiaeth myfyrwyr
6. Arwain proses barhaus i ail-ddylunio modelau darparu gwasanaeth cyfredol, ar sail datblygu dealltwriaeth ar sail tystiolaeth o ddiben y gwasanaethau o bersbectif y myfyrwyr, a defnyddio systemau a thechnoleg i gynnig datrysiadau.
7. Datblygu ystod o fesurau perfformiad yn erbyn diben ac integreiddio'r defnydd o'r mesurau hyn yn weithgareddau rheolaidd i sicrhau bod ansawdd y gwasanaeth yn gwella'n barhaus.
8. Adnabod a chael gwared ar rwystrau i wella darpariaeth gwasanaeth.
9. Sicrhau y darperir cyngor proffesiynol o lefel uchel i randdeiliaid mewnol o ran gweinyddiaeth myfyrwyr ar rwymedigaethau cyfreithiol a rheoleiddiol y Brifysgol ac ar arferion effeithiol
10. Adnabod a rhagweld effaith a chanlyniadau newidiadau i bolisiâu ar lefel cenedlaethol ar fyfyrwyr cartref a rhyngwladol, a sicrhau bod y Brifysgol yn parhau i gydymffurfio â nhw.

Dyletswyddau Cyffredinol

Byddwch yn sicrhau bod systemau a gweithdrefnau rheoli priodol yn eu lle i fodloni'ch dyletswyddau a'ch cyfrifoldebau iechyd a diogelwch a gynhwysir ym mholisi iechyd a diogelwch y Brifysgol. Yn benodol byddwch yn sicrhau bod asesiadau risg priodol yn cael eu cynnal yng nghyswllt peryglon sylweddol ac yr ymgymerir ag arolygon diogelwch ar gylchred blynyddol o leiaf ym mhob gweithle dan eich rheolaeth chi.

Byddwch yn sicrhau bod unrhyw gyfrifoldebau am gyllidebau yr ydych chi'n gyfrifol amdanynt, ac y cewch wybod amdanynt gan y Cyfarwyddwr Cynllunio Strategol a Gweinyddiaeth Myfyrwyr, yn unol â pholisiâu a rheoliadau'r Brifysgol, a'ch bod yn adrodd y gwariant arfaethedig a'r gwariant gwirioneddol ar gais gan y Cyfarwyddwr.

Cyfrifoldeb cyflogaion yw gweithredu Polisi Cyfle Cyfartal y Brifysgol yn eu maes cyfrifoldeb eu hunain ac yn eu hymddygiad cyffredinol.

Mae gan yr holl staff gyfrifoldeb i hyrwyddo lefelau uchel o ofal cwsmer yn eu maes cyfrifoldeb eu hunain.

Disgwylir i ddeiliaid swydd gydlynu â'r broses Adolygiad Datblygiad Proffesiynol (PDR), gan gymryd rhan wrth osod amcanion er mwyn cynorthwyo gyda monitro perfformiad a datblygiad yr unigolyn.

Byddwch yn asesu anghenion hyfforddiant a datblygiad bob aelod o staff dan eich rheolaeth i sicrhau eu bod wedi'u cefnogi'n ddigonol yng nghyswllt eu cyfrifoldebau yn y gwaith.

Gellir neilltuo dyletswyddau perthnasol cyffelyb eraill sy'n gymesur â gradd y swydd gan y Rheolwr ac mewn cytundeb â deiliad y swydd. Ni ddylid gwrthod cytundeb o'r fath yn afresymol.

Mae'r cyfrifoldebau allweddol sydd wedi'u cynnwys yn y swydd ddisgrifiad hwn yn fynegol, nid ydynt yn gynhwysfawr. Gellir newid dyletswyddau a chyfrifoldebau mewn trafodaeth â deiliad y swydd.

Disgwylir i'r holl ddeiliaid swydd yn y Gyfarwyddiaeth allu darparu cymorth ar draws bob maes, y tu hwnt i'w tîm uniongyrchol, ar gais y Cyfarwyddwr ac yn gymesur â'u sgiliau, gwybodaeth a phrofiad.

Adolygu

Mae hwn yn ddisgrifiad o'r swydd ar adeg ei gyhoeddi. Arfer y Brifysgol o bryd i'w gilydd yw adolygu a diweddarau swydd ddisgrifiadau er mwyn sicrhau eu bod yn adlewyrchu natur gyfredol y swydd a gofynion y Brifysgol yn gywir ac i ymgorffori unrhyw newidiadau rhesymol lle bo'r angen, mewn ymgynghoriad gyda deiliad y swydd.

Teitl y Swydd:

Rheolwr Gweinyddiaeth Myfyrwyr

Er mwyn cael eich rhoi ar y rhestr fer rhaid i chi arddangos eich bod yn bodloni'r holl feini prawf hanfodol a hynny o'r meini prawf dymunol ag sy'n bosibl. Pan fydd gennym nifer fawr o geisiadau sy'n bodloni'r holl feini prawf hanfodol, byddwn wedyn yn defnyddio'r meini prawf dymunol i lunio rhestr fer.

Meini Prawf Dethol

Priodoleddau	Eitem	Meini Prawf Perthnasol	Dull Adnabod	Pwys igrwydd	
1	Sgiliau a Gallu	1.1	Sgiliau cynllunio, dadansoddi a datrys problemau rhagorol ar lefel sefydliadol	Ff, C, Rh	H
		1.2	Dealltwriaeth o'r ysgogiadau allweddol, a heriau'r dyfodol mewn addysg uwch	Ff, C	H
		1.3	Gallu datblygu nodau ac amcanion clir ac ymgysylltu â staff ar bob lefel	Ff, C	H
		1.4	Gallu creu cyfleoedd a gweithredu datrysiadau ymarferol	Ff, C, Rh	H
		1.5	Gallu creu diwylliant o ddarparu, cyfrifoldeb ac atebolrwydd	Ff, C	H
2	Gwybodaeth Gyffredinol ac Arbenigol	2.1	Gwybodaeth o'r amgylchedd a'r gofynion rheoleiddiol mewn addysg uwch ac ar ei gyfer (yn ddefnyddiol yng Nghymru)	Ff, C	H
		2.2	Dealltwriaeth o "Gylch Bywyd Myfyrwyr" a'r gofynion o'r hyn sydd ei angen i'w gefnogi'n llwyddiannus	Ff, C	H
		2.3	Ymwybyddiaeth o bwysigrwydd manwl gywirdeb yng nghofnodion myfyrwyr a'r angen i gysylltu systemau, cofnodion a gwybodaeth	Ff, C, Rh	H
3	Addysg a Hyfforddiant	3.1	Addysg hyd at lefel gradd, neu gyfwerth mewn profiad perthnasol	Ff, C, T	H
		3.2	Cymhwyster ôl-radd	Ff, C, T	D

4	Profiad Perthnasol	4.1	Profiad sylweddol o rôl reoli ym maes gweinyddiaeth myfyrwyr Addysg Uwch	Ff, C	H
		4.2	Cefndir llwyddiannus o arwain staff a rheoli newid mewn amgylchedd cymhleth	Ff, C	H
		4.3	Profiad sylweddol o brosesau busnes prifysgolion	Ff, C	H
		4.4	Profiad o weithio mewn fframwaith rheoleiddiol, yn cynnwys datblygu a gosod polisiau	Ff, C	H
5	Gofynion Arbennig	5.1	Gallu meddwl yn strategol ar lefel fusnes.	Ff, C, Rh	H
		5.2	Unigolyn sy'n meddwl yn greadigol a hyderus, a fydd yn datblygu datrysiadau creadigol i oresgyn heriau.	Ff, C	H
		5.3	Unigolyn sy'n meddu ar ddynamiaeth bersonol, ac sy'n arddangos brwdfrydedd, arloesedd a menter.	Ff, C	H
		5.4	Gallu gweithio gydag amserlenni heriol ac ymateb iddynt, gan fagu dull gweithredu hyblyg a chadarnhaol i sicrhau y cyflawnir amcanion yn effeithiol.	Ff, C	H
		5.5	Gallu cyfathrebu yn yr iaith Gymraeg.	Ff, C	D
Dyddiad Adolygu					

Allwedd	Dull Adnabod	Ff	Ffurflen Gais
		C	Cyfweliad
		P	Prawf
		T	Copi o Dystysgrifau
		Rh	Rhoi Cyflwyniad
		G	Asesiad Grŵp
	Pwysigrwydd	H	Hanfodol
		D	Dymunol

Job Description

Faculty/Department	Strategic Planning and Student Administration
Section	Student Administration
Job Title	Student Administration Manager
Grade	SA&P2
Reports To	Director Strategic Planning and Student Administration (SPSA)

Principal Accountabilities

This part of the Directorate is a key area of central support that serves to provide high quality and technologically advanced administrative systems and services to facilitate the student journey from enrolment through to award conferral. The post-holder will be responsible to the Director for ensuring professional leadership for the development and implementation of the University's strategies for enhancing the student experience (both undergraduate and postgraduate), and lead the development and delivery of excellent services to all students across the full range of student administration activities such as (but not limited to) timetabling, student casework, assessment and examination, progression, awards and graduation. They will work collaboratively across all areas of the Directorate and in partnership with Faculties and with other Professional Services to deliver effective, accessible and relevant services.

Key Tasks

1. To provide overall line management, leadership and focus for the Student Administration team and ensure staff have a supportive and enabling environment in which they can work effectively whilst achieving a high degree of job satisfaction.
2. Leading the provision of key student administrative processes that support undergraduates and post-graduates through their "student journey", such as (but not limited to) timetabling, student casework, assessment and examination, progression, awards and graduation, supported by appropriate policies and regulations where required.
3. Ensuring the effective provision of information to students, and enhancing the current "face-to-face" service through improved on-line support
4. Working with other senior stakeholders, develop and implement the University's high-level strategies for student administration, leading a shift from a functionalised approach to one oriented towards what matters to students at each point of the student journey.

5. Ensure that Faculties are supported in the development of their plans to deliver institutional strategic objectives and that academics are supported in fulfilling their role in student administrative processes
6. Lead an ongoing process to redesign the current service delivery models, based on developing an evidence-based understanding of the purpose of the services from the student's perspective, and using systems and technology to provide solutions.
7. Develop a range of measures of performance against purpose and integrate the use of these measures into routine activities to ensure that service quality is continually enhanced.
8. Identify and remove barriers to improved service delivery.
9. Ensure that high-level professional advice is provided to internal stakeholders in relation to student administration on both the University's legal and regulatory obligations and on effective practices
10. Recognise and anticipate the impact and consequences of national level policy changes on home and international students, and ensure that the University remains compliant.

General Duties

You will ensure that appropriate management systems and procedures are in place to meet your health and safety duties and responsibilities contained within the University's health and safety policy. In particular you will ensure that appropriate risk assessments are carried out in respect of significant hazards and that safety inspections are undertaken on at least an annual cycle in each workplace under your control.

You will ensure that any responsibilities for budgets for which you are responsible and of which you are informed of by the Director of Strategic Planning and Student Administration, are in line with University policies and regulations, and that you report planned and actual expenditure as requested by the Director.

It is the responsibility of employees to apply the University's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

All staff have a responsibility for promoting high levels of customer care within their own areas of responsibility.

Post holders are expected to co-operate with the Professional and Development Review (PDR) process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

You will assess the training and development needs of each member of staff under your control to ensure they are adequately supported in relation to their work responsibilities.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with the post holder. Such agreement should not be unreasonably withheld.

The key responsibilities contained in this job description are indicative not exhaustive. Duties and responsibilities may be altered in discussion with the post holder.

All post-holders within the Directorate are expected to be able to provide support across all areas, beyond their immediate team, as requested by the Director and commensurate with their skills, knowledge and experience.

Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the job holder.

Person Specification

Job Title:

Student Administration Manager

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.

Selection Criteria

Attributes		Item	Relevant Criteria	Identification Method	Rank
1	Skills & Abilities	1.1	Excellent planning, analytical and problem solving skills at an institutional level	A I P	E
		1.2	An understanding of the key drivers, and future challenges within higher education	A I	E
		1.3	The ability to develop clear aims and objectives and to engage staff at all levels	A I	E
		1.4	The ability to create opportunities and implement workable solutions	A I P	E
		1.5	The ability to build a culture of delivery, responsibility and accountability	A I	E
2	General & Specialist Knowledge	2.1	Knowledge of the regulatory environment and requirements within and for higher education (preferably within Wales)	A I	E
		2.2	Understanding of the "Student Lifecycle" and the requirements of what is needed to support that successfully	A I	E
		2.3	Awareness of the importance of accuracy in student records and of the need to join up systems, records and information	A I P	E
3	Education & Training	3.1	Educated to degree level, or equivalent relevant experience	A, I, C	E
		3.2	Post graduate qualification	A, I, C	D

4	Relevant Experience	4.1	Significant experience of a managerial role within Higher Education student administration	A I	E
		4.2	A successful track record of leading staff and managing change in a complex environment	A I	E
		4.3	Significant experience of university business processes	A I	E
		4.4	Experience of working within a regulatory framework, including policy development and deployment	A I	E
5	Special Requirements	5.1	Able to think strategically at a business level.	A I P	E
		5.2	A creative and confident thinker, who will develop creative solutions to overcome challenge.	A I	E
		5.3	Personal dynamism, demonstrating drive, innovation and initiative.	A I	E
		5.4	Ability to work and respond within challenging timeframes, adopting a flexible and positive approach to ensure outcomes are effectively delivered.	A I	E
		5.5	The ability to communicate in the Welsh language.	A, I	D
Date of Revision					

Key	Identification Method	A	Application Form
		I	Interview
		T	Test
		C	Copy of Certificates
		P	Presentation
		G	Group Assessment
	Rank	E	Essential
		D	Desirable