

Administration Review



MODUS OPERANDI



Discussions with:

- School administrators
- School Office staff
- Key staff from operational departments

Consideration of roles and structures in other HEIs

Recommendations from Programme Management Audit



- Facilitate good practice & effective communication between School Office staff
- Review roles of School Office staff in programme administration
 - supporting high quality student experience
 - managing communication with students
- Establish robust submission mechanisms for assignments
- Enhance the level of admin staff development & training

Administrative Restructuring – Key Principles I



- Establishment of a Student & Programmes Centre (SPC)
- Subsuming functions of current School Offices
- Supporting the Undergraduate School & the Graduate School
- Each division headed by a School Registrar, comprising:
 - Programme administration teams
 - General administration post supporting the Directors of Schools & School Registrars
- Administrative support for Deans of Institutes

Administrative Restructuring – Key Principles II



- SPC integral part of University admin structure
- reporting through School Registrars to Academic Registrar to Pro Vice-Chancellor (Operations)
- Co-location of all SPC staff
- Co-location of:
 - Data management team (SPO)
 - Finance Office team
 - International Office
 - Admissions

Benefits of Proposals I



- Single point of contact for students
- Sharing of best practice in supporting students
- Professionalisation of School Office staff
 - ✦ Line management by senior admin staff
 - support
 - staff development/career development opportunities
- Avoids duplication of work & data

Benefits of Proposals II



- **Efficiency**
 - Common line management
 - Consistency in admin processes
 - Enhanced understanding of context
- **Provision of cover for staff functions**
- **Familiarity with programmes through programme administration teams**

Benefits of Proposals III



- Closer working:
 - School Offices
 - Data management team
 - Admissions team
 - International Office

Accommodation



- Student and Programme Centre
- Co-located services
to move to purpose-designed accommodation in
September 2010
- Interim arrangements

Next Steps



- Working Groups