

Support Centres – Overview of Roles and Responsibilities

Overview

The University has 4 Support Centres whose purpose is to deliver Teaching & Learning programme and student administration and related services to academic schools, students and other professional services. The Support Centres sit within Student Services (Dr Paddy Woodman, Director of Student Services) and are overseen by the Director of Teaching and Learning Administration and Operations (Daniel de Sousa).

Most of the Support Centres have 30+ members of staff each, which are subsequently subdivided into smaller School specific programme administration teams, and a front office team that manages student facing queries and requests. The London Road Support Centre is approximately half the size of the others owing to the number of students and Schools it serves. Each Support Centre is managed on a day to day basis by a **Head of Support Centre, and the Head is the point of contact in cases where a colleague is unsure of who they need to speak to.**

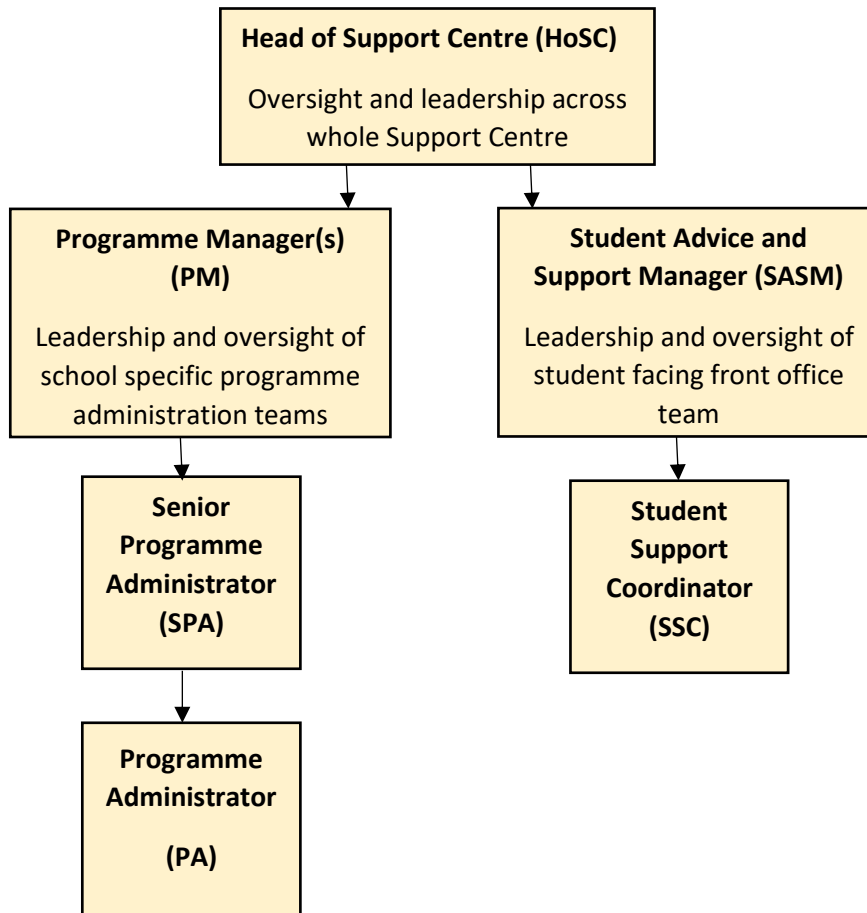
The table below provides an overview of the Support Centres, Heads and Schools supported by each:

Support Centres	Schools Supported	Head of Support Centre & Contact Details
<ul style="list-style-type: none"> JJT Support Centre 	<ul style="list-style-type: none"> School of Mathematical, Physical Computational Sciences School of Biological Sciences School of Archaeology, Geography and Environmental Science School of Chemistry, Food and Pharmacy 	Aly Chesswas a.m.chesswas@reading.ac.uk
<ul style="list-style-type: none"> Earley Gate Support Centre 	<ul style="list-style-type: none"> School of Art and Communication Design School of Psychology and Clinical Language Sciences School of Agriculture, Policy and Development 	Louise Coe l.coe@reading.ac.uk
<ul style="list-style-type: none"> Edith Morley Support Centre 	<ul style="list-style-type: none"> School of Humanities School of Philosophy, Politics and Economics School of Law 	Nikki Morse* n.l.morse@reading.ac.uk <i>*Nikki will be on secondment from Oct 2024. Replacement tbc.</i>
<ul style="list-style-type: none"> London Road Support Centre 	<ul style="list-style-type: none"> Institute of Education Architecture (part of the School of the Built Environment) School of the Built Environment 	Marguerite Gascoine m.b.gascoine@reading.ac.uk

Note: Henley Business School and ISLI operate their own programme and student administration and do not fall within the Support Centres, although they work closely with them on a range of shared processes.

Roles and Responsibilities

The basic structure of each Support Centre is as follows:



Head of Support Centre (HoSC)

Significant management role within Student Services, responsible for oversight of all day to day activity within their Support Centre including overall staff management, delivery of services to schools and students and resolution of problems, complaints and other issues. ***The Support Centre Head is the point of contact in cases where a colleague is unsure of who they need to speak to or wish to raise any wider issues about services or student concerns including the introduction of new or changes to processes.***

In addition, each Head of Support Centre has a remit outside of their individual Support Centre to coordinate large T&L administration processes; such as Exceptional Circumstances delivery, Module Selection, and continuous improvement projects, across all four Support Centres.

Support Centre Heads report directly to the Director of Teaching and Learning Administration and Operations.

PROGRAMME ADMINISTRATION TEAMS

Programme Manager (PM)

The Programme Manager is a member of the senior management team within their Support Centre. They are responsible for operational oversight and coordination of service delivery across 2 School specific programme administration teams including ensuring accurate student records and data quality. ***Your Programme Manager is your contact for any programme related issues/requests including new programme set-up, periodic review support, and any service concerns.***

Within their role they directly line manage the Senior Programme Administrators and have overall management responsibility both for them and their team of Programme Administrators.

Programme Managers report directly to the Head of the Support Centre

Senior Programme Administrator (SPA)

The Senior Programme Administrator delivers day to day programme administration activities and tasks for their particular School. Programme administration is complex and covers a vast range of processes, for example: mark entry, module selection, 15 Day TAT reports, ensuring accurate student record, modular billing, resolving complicated cases and administrative problems and working closely on a daily basis with academic members of staff within their School as well as liaising closely with the Support Centre front office team to capture accurately student changes and requests. Programme administration is supported by a range of underpinning and complicated IT and record systems including RISIS.

Senior Programme Administrators line manage their team of Programme Administrators and report directly to the Programme Manager.

Programme Administrators (PA)

Programme Administrators work closely with their SPA to deliver day to day programme administration activities as outlined above.

Programme Administrators report directly to the Senior Programme Administrator

STUDENT FACING 'FRONT OFFICE' TEAMS

Student Advice and Support Manager (SASM)

The Student Advice and Support Manager is a member of the senior management team within their Support Centre. They are responsible for operational oversight and coordination of services delivered by their Support Centre's front office team who deal directly with student queries (in-person, by phone, via Helpdesk and via Schools), in particular they are responsible for ensuring that service delivery is in line with University policy and as such they are required to advise University Committees such as USCSC, and undertake directly more complicated student case work. ***The Student Advice and Support Manager is the contact for any student related issues or concerns including complex cases as well as any wider service related issues or requests.***

Services delivered by the front office team are varied and include the Exceptional Circumstances process, withdrawals, suspensions, re-enrolment of continuing students, supporting USCSC, student case work, attendance and engagement, liaison with School colleagues and colleagues across specialist Student Services (Welfare, Disability Services, Student Financial Support) and other teams such as Credit Control. They also support induction and enhancement activities in conjunction with the Schools and central services.

Within their role they directly line manage their team of Student Support Coordinators, and they report directly to the Head of the Support Centre.

Student Support Coordinator (SSC)

The Student Support Coordinators work with students from particular Schools (although any SSC can advise any student who comes into the Support Centre). The team of SSCs within the Support Centre deliver front line customer service to students in relation to the processes and services listed above. As part of this they operate a rota to staff the reception desk in each Support Centre.

The Student Support Coordinator supports queries and requests either directly or through sign-posting students to more specialist services such as Welfare or Student Financial Support. They work closely with their Support Centre programme teams to ensure that student records accurately reflect student requests and movements, and work closely with their School to support processes such as Academic Engagement and Fitness to Practice, Exceptional Circumstances and Attendance and Engagement Management. They undertake a significant amount of student case work and work with some of the University's most vulnerable students as well as those who are experiencing a more temporary difficulty.

Further Information

Further information on the Support Centres and the services they offer directly to students can be found on Essentials [Support Centres](#)

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Director of Teaching and Learning Administration and Operations

15 August 2024