

Faculty Student and Academic Services

Management Services Groups

Service Delivery Document

Introduction

This document provides a summary of the service provision delivered by the Management Services Groups across Faculty Student and Academic Services, working in partnership with academic, student and support staff communities.

Management Services Group incorporates:

Executive Support Team

Management Information Planning & Secretariat Team

Quality Enhancement Team

Research & Enterprise Teams

Links to staff directories for each FSAS area are provided at the end of the document to assist in identifying key staff and teams within Management Services Group.

Management Services Group Delivery Model

Service	Activity
Absence Records	<ul style="list-style-type: none"> • Recording of approved annual leave • Recording of approved special leave • Recording of sickness absence • Reporting composite sickness absence records to HR
Committee Servicing	<ul style="list-style-type: none"> • Faculty Student Experience Committee (FSEC) • Health & Safety Panel (and sub-committees) • Faculty Executive Group and Senior Management Group • Faculty Research Degrees Group • Faculty Academics Ethics Group • Research Institute Boards • Faculty Academic Quality and Standards Committee (FAQSC)
Communications	<ul style="list-style-type: none"> • Deal with incoming communications via telephone/emails for Dean/Heads • Creation and maintenance of academic calendars
Correspondence	<ul style="list-style-type: none"> • Production of general correspondence on behalf of Dean/Heads • Disseminate information on behalf of Dean/Heads
Curriculum Management	<ul style="list-style-type: none"> • New Course form • New Unit set-up on QLS • Assessment criteria including assessed work hand-in dates/feedback dates and final element of assessment • Curriculum set-up to support key University processes (Timetabling, Assessment, Scheduling Exams/ Coursework, and Moodle)

Data Returns/Professional Body Requirements	<ul style="list-style-type: none"> • Completion of all data returns/production of statistics for internal purposes, PSRBs and other external audiences • Research returns – RAS & REF • Support for KIS Data review • Support for NSS/ISS
Diary Management/ Appointments for Dean/PVC/Associate Deans/Heads/Senior Admin Team	<ul style="list-style-type: none"> • Arrangement of appointments/meetings • Scheduling of meetings • Hospitality arrangements (E-Fin70 system) • Travel arrangements (where necessary)
Enterprise (Knowledge Exchange)	<ul style="list-style-type: none"> • Focal point for external enquiries relating to enterprise activity • Support for enterprise events e.g. short courses, summer schools, and conference organisation as determined by local circumstances • Administrative support for senior enterprise staff and enterprise activities (including project work) as determined by local circumstances • Administration of enterprise budgets • Bid writing and costing support (where positions exist) • Support for enterprise working groups
Financial Transactions	<ul style="list-style-type: none"> • Ordering of goods/services • Processing of expenditure claims • Processing of invoices • Processes to support Sessional staff contracts
General Maintenance/Site Matters	<ul style="list-style-type: none"> • Arrange installation/movement of data/voice sockets • Room allocation/changes for academic staff and visitors • Support for site matters

Health & Safety	<ul style="list-style-type: none"> • Managing DSE assessments for FSAS administrative group • Recording academic DSE assessments • Health & Safety inspections of SAS administrative group areas • Health & Safety Audit • Records management of Accident Report forms • Records management and conducting risk assessments • Assisting with formulation of Faculty Health & Safety Plan and Faculty DSE Plan • Order equipment identified as part of DSE assessment • Managing Emergency Evacuation Protocol and Fire Marshal scheme
Quality	<ul style="list-style-type: none"> • Programme Approval Review Modification (PARM) • EQAL development • Continuous Monitoring and Improvement (CMI) • External Examiners • Support for two-tiered Boards • Programme Log maintenance • PRSB maintenance • Collaborative provision • Preparation and support for QAA Institutional Review and Audit • Implementation of the Flexible Curriculum Framework
QLS Student Records System	<ul style="list-style-type: none"> • Arrange: <ul style="list-style-type: none"> - Staff access - Support/advice • Maintenance of research and enterprise student records
Records Management	<ul style="list-style-type: none"> • Staff development records • DSE records • Health & Safety inspection records

	<ul style="list-style-type: none"> • Stationery/Consumables/DSE equipment • Sessional staff records • Academic staff lists • Academic staff contact/distribution lists • Research Management System maintenance • Research Degree students' Annual Review
Research	<ul style="list-style-type: none"> • Support for all aspects of research student and studentship administration in collaboration with Research and Knowledge Exchange (RKE) Office • Support for research events organisation • Administrative support for senior research staff and research activities as determined by local circumstances • Administrative support for REF and related activities • Administration of research budgets • Support for bid writing for research activity and projects (where positions exist) • Support for Tier 4 requirements
Stationery/Consumables	<ul style="list-style-type: none"> • Ordering of stationery • Stock control
Statistical Data	<ul style="list-style-type: none"> • Student recruitment and planning (SNC target setting) • Continuous Monitoring and Improvement (CMI) • HESES/HESA Returns • Statistics to support PARM events • Admissions Cycle/Clearing • Enrolment • Engagement statistics (coursework/feedback dates) • Serviced FTEs • Requests for data from Uniview and TARDIS

	<ul style="list-style-type: none"> • Requests to support audits • Work on strategic planning data from SPMI
Partnership working with Learning & Teaching Group	<ul style="list-style-type: none"> • Support for Enrolment • Support for Assessment Boards • Working in collaboration with E-Learning Support Officer to support Moodle activity
Systems Development	<ul style="list-style-type: none"> • Support for the Student Record System (QLS Assessments) • Support for the implementation of the Analytics Project • Support for Uniview and TARDIS • Engagement with the development of administrative IT systems • Development, implementation and management of the FSAS administrative planner

Appendix: contact information for Management Services Groups

Faculty of Business & Law

<http://www.business.mmu.ac.uk/admindirectory/>

Faculty of Science & Engineering

http://www.sci-eng.mmu.ac.uk/staff_directory/default.asp

Hollings Faculty:

<http://www.hollings.mmu.ac.uk/sass>

The Manchester School of Art and
the Faculty of Humanities Languages & Social Science

<http://www.assc.mmu.ac.uk/>

Faculty of Health, Psychology & Social Care and
the Faculty of Education

http://www.ioe.mmu.ac.uk/staff/staff_directory/

MMU Cheshire

<http://www.cheshire.mmu.ac.uk/directory/index.php>