



University of
Strathclyde
Bahrain

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Student Experience Manager (Registry and Progression)

Department	Student Experience
Directorate	Student Experience and Enhancement Services
Staff Category	Administrative and Professional
Reports To	Head of Service
Grade	8
FTE	1
Contract Type	Full-Time / Open Contract
Reference No	684900
Working Arrangements	Fully On-site. Due to the nature of this role, it is based fully on-site. (Sunday – Thursday)
Work Location	Manama, Bahrain



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Job Advert

Who we are

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Be part of a vibrant community that celebrates over 200 years of academic excellence, world-class research, and impactful innovation. Located in the dynamic Bahrain Bay, the University of Strathclyde, Bahrain, offers the same high standards of academic excellence and pioneering research that our Glasgow, UK campus is renowned for.

We currently provide eight undergraduate programs in Engineering, Science, and Business, with future phases set to expand our offerings in research and innovation. As a leading international technological university, our mission, inspired by our founding principle as 'a place of useful learning,' is to make a positive difference in the lives of our students, society, and the world.

Since 1995, we have been delivering MBA teaching at our international centre in Bahrain. Now, in partnership with S Eleven Educational, we are proud to expand our activities to create an Innovation, Research, and Education Hub.

The opportunity

At the University of Strathclyde, as a socially progressive, values-led organization, we are working hard to fulfil our dynamic and ambitious 2030 strategy which includes delivery of an excellent applicant and student experience for all. The University has an exciting opportunity within the Student Experience Directorate for an experienced and highly organised Student Experience Manager (Registry and Progression) to join our Bahrain Campus and welcomes applications from candidates seeking a diverse and challenging role focussing on delivering an excellent student experience.

This is an exciting time for the University of Strathclyde as we develop our newly opened campus in Bahrain. Based in our purpose-built campus building, The Student Experience Manager (Registry and Progression) is a new role which will be fundamental to supporting our students in Bahrain to lead on all areas of the student journey and work alongside colleagues from Study Group. As Line Manager of the Strath Life Coordinator your strong leadership and staff management skills will have been developed through direct experience.

The Student Experience Directorate encompasses a collection of wide-ranging professional services to support University of Strathclyde students and their education. As a directorate we manage the student lifecycle from application to graduation, to ensure a coherent and seamless student experience and effective administrative processes, working closely with wider Professional Services and Faculty colleagues both in Bahrain and in Glasgow.

The successful candidate will work closely with Student Experience colleagues in Glasgow to ensure close alignment of activities relating to the academic student journey and provide support to the Deputy Director and Head of Admissions and Student Lifecycle Services.



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Educated to Degree level and have experience in working within a similar role, preferably within a college or university environment, with expertise in student data management, data quality, process innovation, stakeholder engagement, and team leadership in higher education.

The University of Strathclyde, Bahrain is a socially progressive institution that strives to ensure equality of opportunity and celebrates the diversity of its student and staff community. Strathclyde is people-oriented and collaborative, offering supportive working culture with a deep commitment to our equality and diversity.

We strongly encourage applications from candidates of all backgrounds, including women, minorities, and individuals with disabilities.

Join us and be part of a legacy of excellence and innovation.

Job Description

Brief Outline of Job:

Working under the direction of the Deputy Director of Student Experience and working closely with the Head of Admissions and Student Lifecycle Services, the post-holder will perform a critical role in supporting and delivering an excellent student experience.

It is important to the University that its students have a positive experience at each step of their student journey and therefore the post holder is responsible for providing advice, guidance and leadership around improving the student experience and ensuring that students are appropriately supported throughout their journey from admission to graduation.

The Student Experience Manager (Registry and Progression) will provide a distinctive and visible point of contact for students in Bahrain so that their support can be maximised, and a sense of belonging can be created. Providing leadership and management to the Strath Life Coordinator who will undertake the administration of the student lifecycle of our students at University of Strathclyde, Bahrain, including admissions, welcome and induction activities, the registration process, student records (exams and awards), and graduation. A driven leader is vital to ensure our students based in Bahrain receive a world-class student experience by aligning support for students through their educational journey.

The post holder will understand university policy and strategy and will contribute to university wide projects that highlight challenges with existing processes and systems, recommending solutions, and ensuring that agreed developments are implemented.



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This is a busy and varied role, and the post holder should be a motivated self-starter, capable of working independently and committed to working collaboratively with a range of colleagues across the faculties, and with StrathUnion and Professional Service colleagues in Glasgow.

Main Activities/Responsibilities:

1. Manage registration operations, including complex systems and processes which impact across Faculties and Professional Services to support the registration process.
2. Manage the administration of all University of Strathclyde, Bahrain students. This will entail liaison with relevant stakeholders, including students, academics, and any external bodies, ensuring an efficient service is provided.
3. Support Faculty colleagues with expertise in a broad range of issues associated with student transition, progression, and retention.
4. Ensure documentation and web pages accurately reflect each stage of the student journey and are up to date, accurate and accessible, continually reviewing to ensure these meet requirements.
5. Be familiar with the University's Degree Regulations, providing the faculties and students with relevant regulatory advice and guidance on the interpretation of Regulations.
6. Provide effective line management to a group of team managers/leaders to both support and challenge performance levels and ensure the effective cascading of line-management approaches.
7. Through the Head of Admissions and Student Lifecycle Services, recommend and progress development of systems to ensure the effective support of registration activities.
8. Ensure that staffing resources are effectively and flexibly deployed to deliver high standards of support and customer services, managing resources proactively to meet seasonal demands.
9. Lead on special projects related to student communications, registration and student lifecycle activities as required, attending ad hoc meetings as required.
10. Work with Student Systems and Data, and colleagues across the University to ensure the online registration processes meets requirements.
11. Undertake student progress monitoring throughout each academic year, supporting the Strath Life Co-ordinator to monitor results and the progression of students from one year to the next. This exercise involves interpreting students' individual programme results, to see how they fit within the Regulatory framework for their degree, assigning a progression decision and providing guidance/support to students regarding their progression.
12. Within the regulatory framework, identify and support qualifying students to graduate for the summer and winter graduation ceremonies and in-absentia graduation, giving appropriate advice to those who do not qualify at that time.



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13. Regularly review, audit, and assess team performance and quality of services to ensure high standards are achieved and maintained and examples of good practice are disseminated.

Person Specification

Educational and/or Professional Qualifications (E=Essential, i.e. a candidate must meet all essential criteria to be considered for selection, D=Desirable)	Essential/ Desirable
Bachelor's degree in related field or significant relevant experience.	Essential
A management qualification	Desirable
Experience	
Experience of successfully working in a function such as Admissions, Registry or Student Services, within Further or Higher Education	Essential
Demonstrable experience of the management, prioritisation, and delivery of an extensive and varied workload across a broad range of administrative areas	Essential
Excellent skills in building strong working relationships, and in effectively networking with a range of internal and external stakeholders with the ability to lead, negotiate, persuade and influence	Essential
Strong bank of knowledge of current issues, topics, and legislative requirements relevant to HE	Essential
Experience of supporting the development of student record systems, in line with business process requirements	Essential
Working knowledge of the requirements of the Data Protection Act	Desirable
Job Related Skills and Achievements	
Proven ability in designing, delivering, and reviewing excellent customer services that are both internally and externally facing	Essential
Excellent skills in building strong working relationships, and in effectively networking with a range of internal and external stakeholders with the ability to lead, negotiate, persuade and influence	Essential
Strong bank of knowledge of current issues, topics and legislative requirements relevant to HE	Essential
IT skills that allow the effective use of a range of office administration and student record systems and packages	Essential



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Strong staff management skills that have been developed through direct experience, and that will support the effective management of staff within a multi-disciplinary team context, and the creation and implementation of a shared vision	Essential
High-level analytical and problem-solving capability with the ability to instigate new and innovative approaches and facilitate team problem solving	Essential
Experience in delivering a face-to-face service to a high volume of students (such as registration events, open days or similar activities)	Essential
Personal Attributes	
A high degree of self-motivation and a self-managing workstyle, with the ability to multi-task and deliver under pressure	Essential
Excellent communication, presentation, interpersonal and influencing skills that support the maintenance of effective working relationships with a wide range of internal and external colleagues, and effective transfer of knowledge to others, and the successful presentation of data and information, both verbally and in written form.	Essential
Demonstrable evidence of excellent IT Skills and attention to detail using the suite of Microsoft Tools	Essential
Ability to work on own with minimal supervision and well as evidence effective team working.	Essential
Other Relevant Factors	
Willingness to work some unsocial hours, particularly during peak times.	Essential
Previous experience of working in the Middle East.	Desirable

Application Procedure

Applicants should visit [Strathclyde's vacancies portal](#) and complete an application form including the name of three referees who will be contacted without further permission, unless you indicate you would prefer otherwise. Applicants should also submit a Curriculum Vitae (CV) and a covering letter detailing the knowledge, skills and experience you think make you the right candidate for the job.

Note: University of Strathclyde Bahrain encourages the recruitment of disabled and neurodivergent candidates. If you need any reasonable adjustments during the recruitment process, please let us know. You are welcome to submit a paper application or a CV instead of the online application form by contacting us at recruitment@strath.ac.uk



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Other Information

Informal enquiries about the post can be directed to Kirsty Paterson-Smith, Head of Admissions and Student Lifecycle Services (Kirsty.Paterson-Smith@strath.ac.uk)

Rewards and Benefits

Our comprehensive benefits package, including generous annual leave, family-friendly benefits, and a commitment to continuous learning, reflects our appreciation for the valuable contributions of our colleagues.

We understand that each staff member has unique priorities and lifestyles, so our diverse benefits ensure there are benefits designed to suit everyone.

- **Financial Rewards:** We provide attractive financial packages, including competitive salaries and relocation support for employees.
- **Work-Life Balance:** We are dedicated to enhancing healthy work-life balance for our employees.
- **Family Friendly Benefits:** We offer a variety of enhanced family-friendly benefits to support our employees in balancing work and family responsibilities.
- **Career Development:** Our commitment to personal development is reflected in initiatives such as professional courses, subsidised educational programs, coaching and mentoring, leadership development, and access to our library.
- **Health & Wellbeing:** We place high importance on the safety, wellbeing, and health of all our staff.

Probation

Where applicable, the successful applicant will be required to serve a 3-month probationary period.

Relocation

Where applicable, the University offers a relocation package to support new employees who meet the eligibility criteria. The relocation package is offered as a contribution towards costs incurred, and is designed to be flexible, allowing staff to use the financial support available in the way that will be most helpful to them.



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Equality and Diversity

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University Values

The University's Values capture what we're all about: who we are, what we believe in and what we stand for. [Our Values](#) have been derived from how we act and how we expect to be treated as part of Strathclyde.

In delivering **our People Strategy**, we will contribute, act, and make decisions guided by these values.

- **People-oriented:** committed to our staff and students, providing opportunities, and investing in their development.
- **Bold:** confident and challenging in what we do, and supportive of embracing appropriate and managed risk in our decision-making.
- **Innovative:** focused on discovering and applying knowledge with impact and encouraging creative thinking and new ideas.
- **Collaborative:** working together, with our colleagues and external partners, with integrity and in an open, respectful way.
- **Ambitious:** for our institution, staff and students as well as supporting the ambitions of our partners.