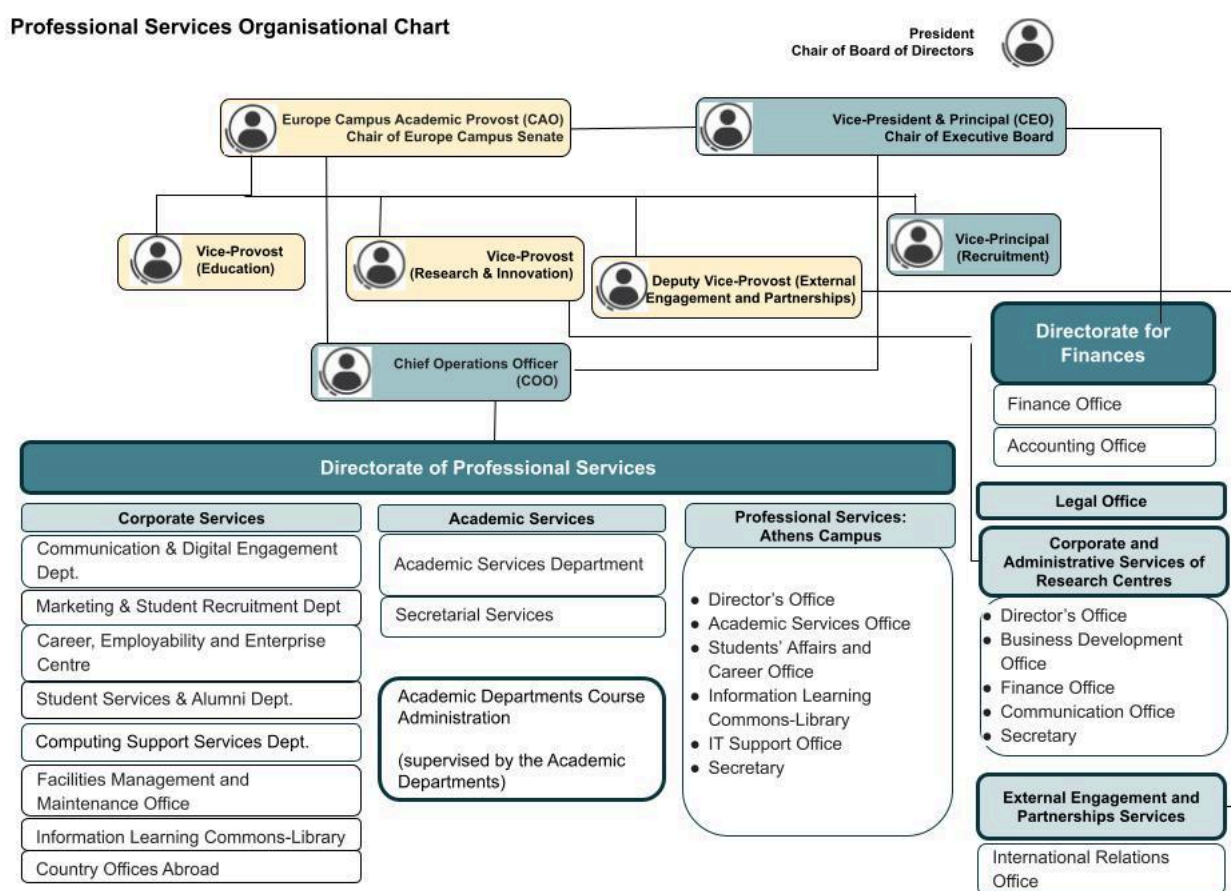


O11. CITY ULE Administrative and Academic Services: Organisation, Roles and Responsibilities

1. Organisation of Administrative and Academic Services

Administrative and Academic Services aims to deliver high quality, effective, and efficient administrative, operational, and support functions that support the education and research activities of CITY ULE, its members, and alumni to achieve its academic and strategic goals.

Below is the organisational chart for the Administrative and Academic Services at CITY ULE:



The roles and responsibilities of the senior positions below, as well as the appointments of the members of staff, are determined by the CITY ULE Executive Board:

- Chief Operations Officer (COO)
- Head of Academic Services
- Director of Finance
- Director of Communications
- Director of Marketing and Student Recruitment
- Director of Student Services and Alumni
- Director of Career, Employability and Enterprise Centre
- Head Librarian
- Head of Computing Support Services

- Head of International Relations

2. Roles and Responsibilities

2.1 Chief Operations Officer (COO)

The Chief Operating Officer (COO) is responsible for overseeing and optimizing the CITY ULE's academic and corporate services and operations. The COO is a member of the CITY ULE Executive Board, supporting the Vice-President & Principal in the leadership, management, and effective operation of the University. The COO works closely with other Officers to ensure the efficient and effective functioning of the institution.

The role of the Chief Operating Officer (COO):

- Strategic planning and execution of operational initiatives
- Management of corporate services (e.g., marketing, communication, IT, Library, etc.)
- Oversight of academic support services (e.g., registrar, admissions, student affairs, etc.)
- Continuous improvement of operational efficiency and effectiveness
- Campus innovation and development
- Development and implementation of policies and procedures relating to operations
- Alumni
- Fostering collaboration between academic and administrative units
- Collaboration with the CEO on budget planning in order to implement and monitor cost-effective operational strategies

2.2 Head of Academic Services

- Oversees the secretarial services and academic support services.
- Ensures compliance with academic regulations and policies regarding admissions.
- Manages student records, enrolment, and timetabling.
- Maintains institutional records and compliance with regulatory requirements.
- Supervises Facilities Management and Maintenance to ensure operational functionality and optimal learning environments.
- Provides Business Intelligence Information to support strategic decision-making through data analysis, reporting, and insights

2.3 Director of Financial Services

- Designs and implements the annual budget.
- Oversees the Accounting Department and the Financial Office.
- Monitors revenue and expenses, preparing reports for the governing bodies.
- Secures and manages funding, such as grants, research funds, etc.
- Ensures that financial procedures comply with legal standards and prepares the financial services for external and internal financial audits.

2.4 Director of Communications

- Directs and manages the university's internal and external communication strategies, ensuring clear and consistent communication with all stakeholders.
- Manages the university's online presence, including website and social media.

- Coordinates with staff, academic departments, and research centres to promote university achievements.
- Oversees media relations and communication cooperation with synergy partners.
- Plans, coordinates, and promotes university events, including seminars, public lectures, and celebrations. Ensures events are effectively communicated and aligned with the university's branding and strategic objectives.

2.5 Director of Marketing and Student Recruitment

- Creates and implements marketing strategies to promote the university.
- Oversees student recruitment campaigns domestically and internationally.
- Analyses market trends to inform marketing and recruitment efforts.
- Develops relations with schools, colleges, and other institutions.
- Manages the university's branding and advertising efforts.
- Leads and coordinates the Country Offices abroad.

2.6 Director of Student Services and Alumni

- Leads services related to student well-being, counseling, and support.
- Participates in collaboration with academic and other administrative departments in efforts to improve the student experience.
- Manages and supports international student services, offering guidance on immigration issues, cultural adaptation, and other specific needs of international students.
- Advises and supports student union members on key issues and strategies.
- Supports and facilitates student representation within the institution.
- Manages the online alumni platform to engage and support the alumni network.
- Develops initiatives to strengthen alumni relations.

2.7 Director of Career, Employability and Enterprise Centre

- Provides career counseling for students.
- Develops partnerships with businesses for internships and employment opportunities.
- Organises with the academic departments workshops and training to improve student employability skills.
- Tracks employment outcomes and alumni career development.
- Organises and hosts career fairs and company days to connect students with potential employers and industry professionals.
- Supports exchange programmes and summer schools, providing students with international learning opportunities and cross-cultural experiences to broaden their career prospects.

2.8 Head Librarian

- Manages all aspects of library services, resources, and staff.
- Oversees acquisition, organisation, and maintenance of collections.
- Supports academic research and learning by providing access to relevant resources.
- Develops digital library initiatives and online access to resources.
- Coordinates library-based academic skills workshops and research support.
- Contributes to the development of library plans and policies.

- Builds partnerships with Publishers, Vendors, Bookstores, and other external academic and professional bodies.

2.9 Head of Computing Support Services

- Manages all aspects of IT services and resources.
- Oversees acquisition, organisation, and maintenance of IT infrastructure.
- Contributes to the development of plans, policies and actions concerning the improvement of IT services.
- Builds partnerships with vendors and IT providers.

2.10 Head of International Relations

- Explores new international partnerships and markets, assessing potential new partners
- Participates in projects that enhance CITY's international strategic objectives, with a focus on developing and maintaining institutional collaborations at an international level.
- Coordinates partnerships with the University of York and other academic partners of CITY (University of Strasbourg, New Bulgarian University, and Romanian American University).
- Contributes to the development of formal agreements and contractual arrangements, ensuring the smooth operation of international relations.