

School of Social Sciences New Staff Welcome – Professional Services (PS)

September 2025

Director of School Operations (DoSO)

- Provides overall leadership for, and management of, all administrative and specialist support services within the School.
- Works in partnership with HoS, SLT, SPRC in developing and implementing School plans and allocating resources.
- Main point of contact with the Faculty of Humanities and the Central University Administration.
- Contributes to University wide Change Programmes and Faculty initiatives/ projects.

Faculty Services to SoSS



Faculty Services 2

- **Communications and Marketing Support** – based in Crawford House For advice and guidance [Advice and guidance](#) | [Faculty of Humanities](#) | [StaffNet](#) | [The University of Manchester](#)
- **Admissions** - Amanda Grimshaw leads UG Recruitment and Admissions and Tania Smith PGT. Work closely with SLT & HoDs. Based second floor ALB.
- **Doctoral Academy** - The Doctoral Academy (based on the ground floor in the Ellen Wilkinson Building) provides support for all PGR students within the Faculty of Humanities and covers the following activities: recruitment and admissions (; progression; fieldwork; administration of scholarships (internal and external) and examination. The Doctoral Academy staff will work closely with the Director of PGR and supervisors. PG students are located within the department, and will receive some support from the department administrators and assistants for procurement requests and travel bookings.

Faculty Services 3

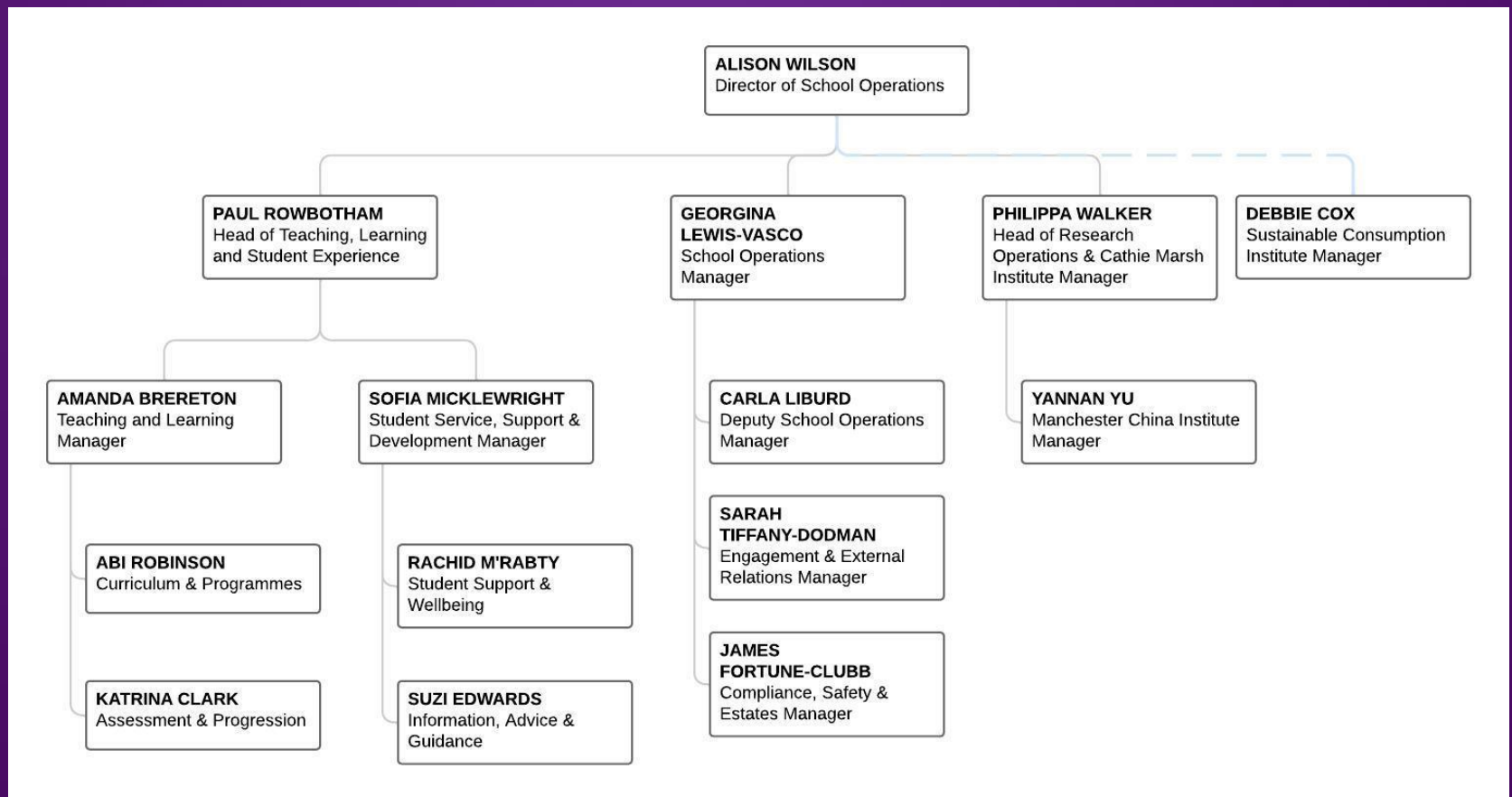
- **Research Support Services** – they advertise funding opportunities, maintain the publications database and coordinate the REF information. The team are also responsible for all administration relating to research awards, including costing of projects under FEC and pre-award advice and support and award mobilisation.
- **Finance** seedandsossfinance@manchester.ac.uk

Responsible for managing the School budgets and advising Head of School, Director of School Operations and Heads of Department on all financial matters. Provides strategic and financial advice to the School's Senior Management Team on all aspects of its activities. Provides monthly and annual management accounts to SLT and SPRC. Operations Team provides day to day support for procurement and claim forms. There is a separate Research Finance team for externally funded projects.

Faculty Services 4

- **E-learning support** - The team work closely with academic colleagues in SoSS and the wider eLearning community to develop online content and support the innovative use of tools in the VLE to enhance learning and enrich the student experience. The below site contains information on how best to contact them for quick questions:
<https://www.staffnet.manchester.ac.uk/humanities/teaching-support/elearning/services/>
- **People & OD Partner – Jenny Knights**
- Jenny Knights is the School's People & OD Partner (P&OD) and works closely with all staff throughout the School, supporting managers, teams and staff on people matters. Jenny is responsible for working with the leadership team to identify, develop and implement priorities and associated people plans that support the School in reaching its strategic aims. Jenny works closely with the Head of School, Director of School Operation, School Operations Manager and Deputy and Heads of Department. Jenny supports the School operationally on identifying areas that require training or other P&OD action and applying P&OD policy, procedure and solutions.

PS Leadership and Management



School Organisation Overview

- Teaching, Learning and Student Experience
- School Operations (including Department support)
- Engagement & External Relations (including the Justice Hub)
- Research Operations

Teaching, Learning & Student Support 2024/2025

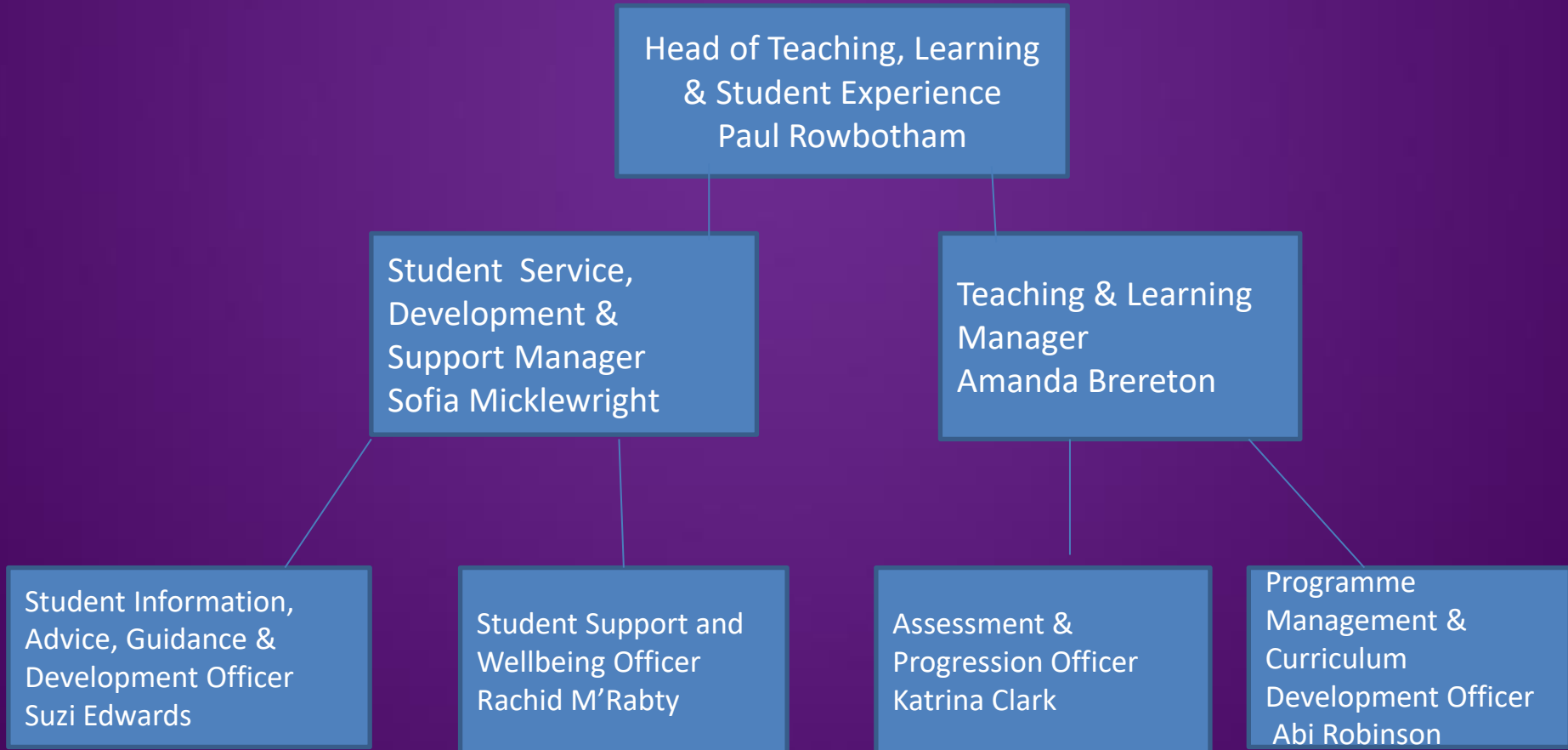
- A major transformation of TLSE structures and processes commenced from January 2023
- Our structures and support is now based at School level
- Staff are nominally allocated to Programmes and Departments (role dependant) but can cover one another during gaps and peak times
- New developments supporting the student experience but also now working through a programme of service improvement

Support for students

- Increased **self-service** for students through the new My Manchester, supported by **improvements to back-end processes**.
- Our student hub, common room and ground floor spaces are being enhanced and we want to build a community
- **Processes becoming standard across the University. New technology coming in for attendance and supporting assessments**

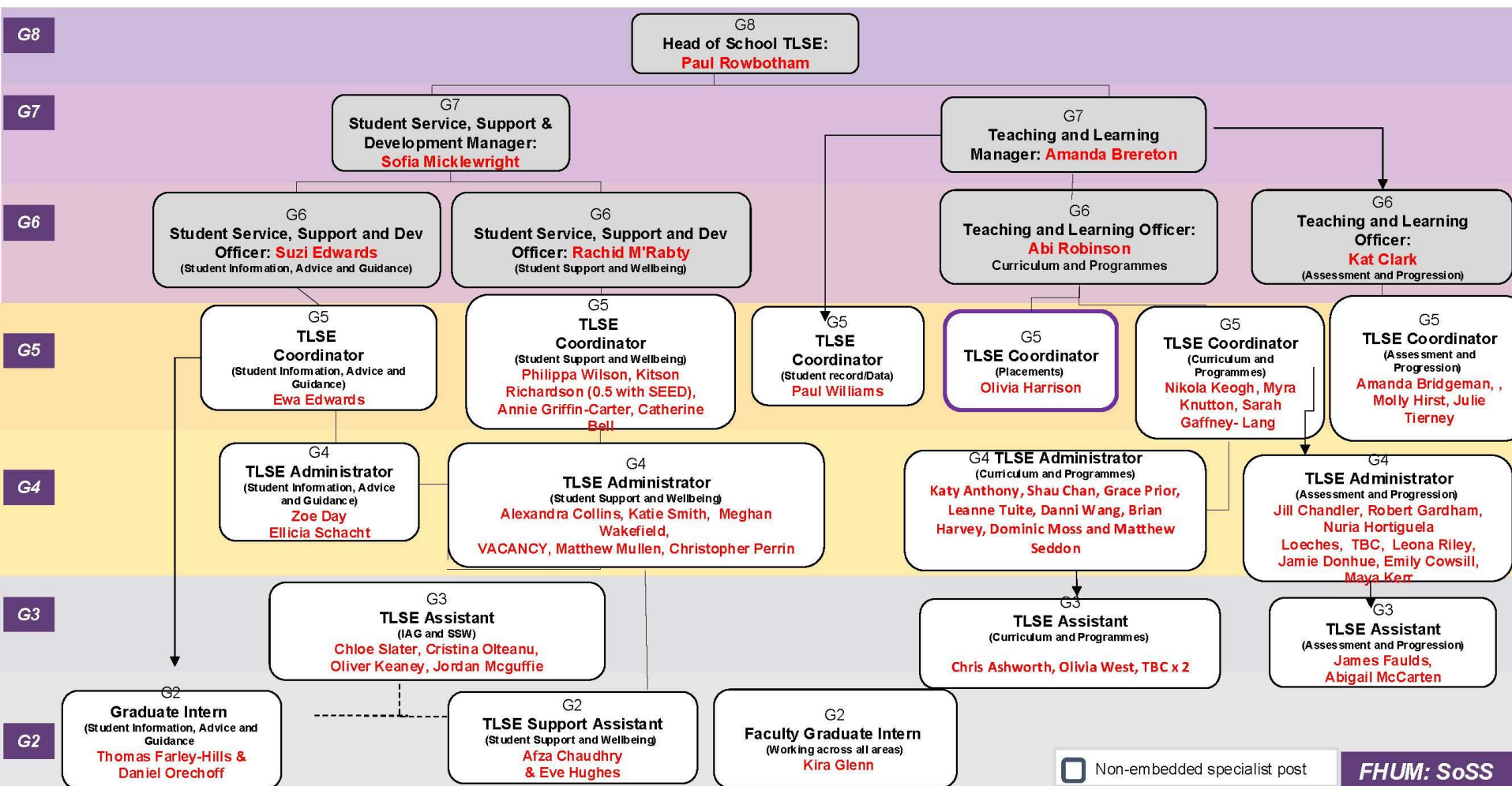


Teaching & Learning Leadership & Management

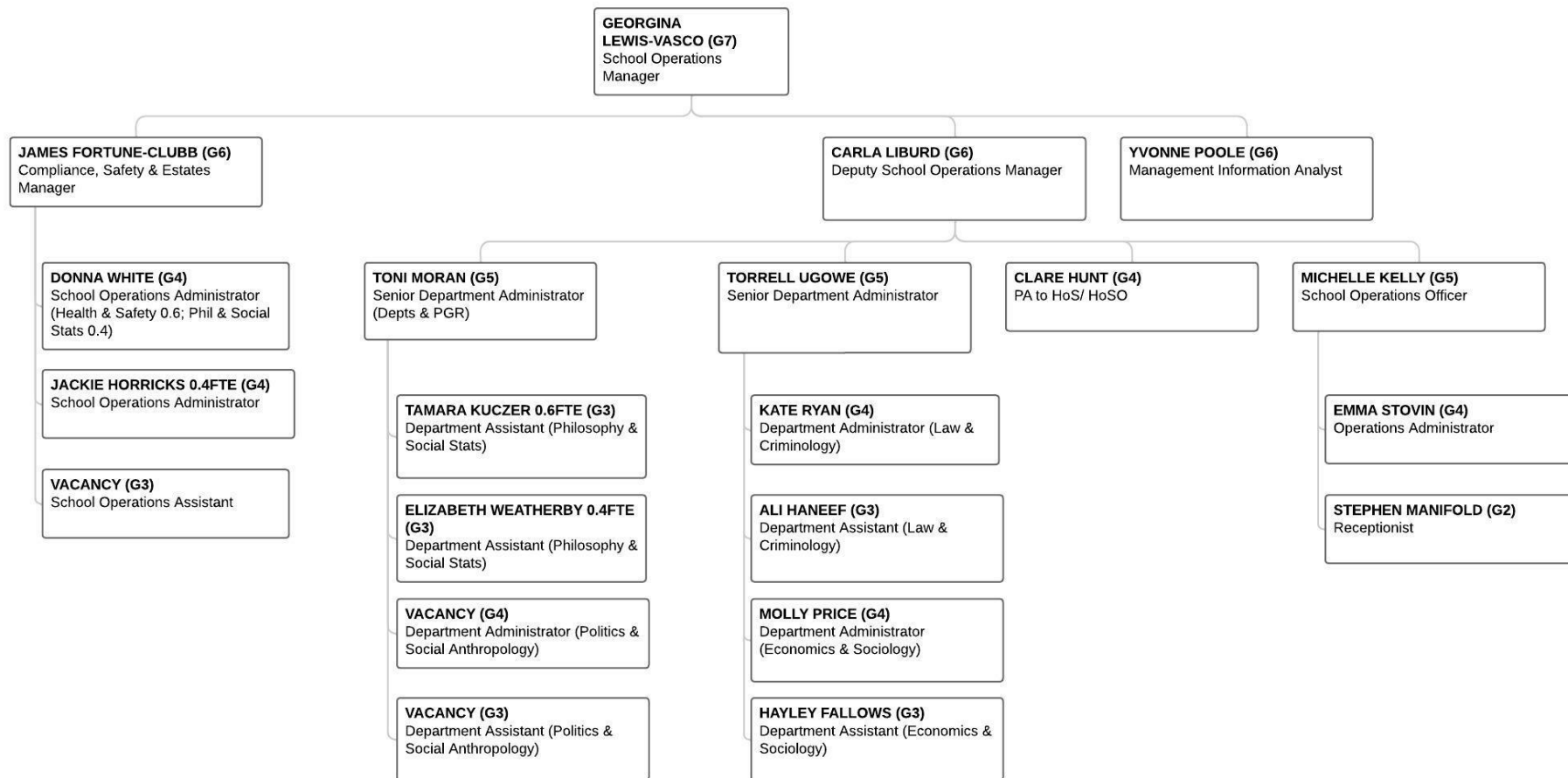


TLSE Team Structure

Humanities: School of Social Sciences



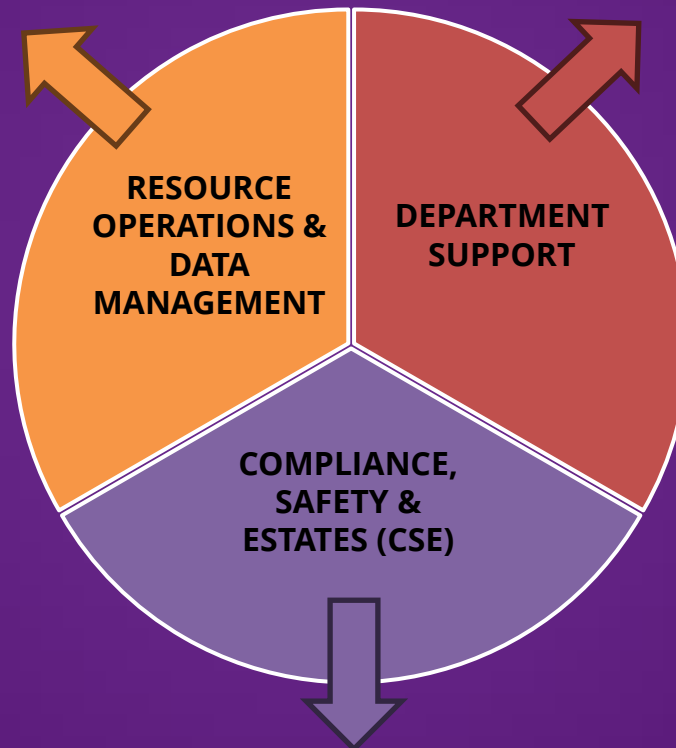
Operations Team Structure



Overview of Operations Support

Work closely with the HoS, DoSO and HoDs to support central activities

- P&OD activities
- Teaching Assistant processes, payment & coordination of allocations
- Staff recruitment
- Casual, Honorary & Visiting staff appointment and support
- Reception
- Data analysis and management
- Room bookings
- PA support



Support for 8 departments via a team of Department Administrators & Assistants, overseen by two Senior Department Administrators

- Meeting administration
- PGR Operations
- Finance process support
- Event support
- Travel
- Financial process support e.g. Procurement & expenses
- Coordination of Peer Review of teaching
- Recruitment organisation & JobTrain
- HNAP guidance

Compliance reporting, safety measures, estates management

- Major projects, office allocations and preparation and maintenance for SoSS' buildings – Arthur Lewis, Crawford House, Humanities Bridgeford Street, Waterloo Place & Williamson
- Risk Assessments, Display Screen Equipment assessments, first aid, fire safety, evacuation plans
- Building inspections
- PGR space support

Allocation of Support

- **Senior Department Administrators** line manage team, coordinate Peer Review and support Recruitment, Probation, Promotions, and HNAP.
- Department **Administrators** take a lead in:
 - Providing day to day support to the Department and liaising with the HoD
 - Providing Academic recruitment support (e.g. Invitations to interview, interview schedules and deliberation minutes support)
 - Organisation and servicing of Department meetings
 - Organisation support for P&DR's
 - Key contact for Department events.
 - Financial Support (Supplies orders, credit card payments, fees and expenses, one off payments).
 - External & PGR Travel including flights, accommodation & rail.
 - Assistance with new academic staff inductions.

Allocation of Support...

- Department **Assistants** provide support with:
 - Recruitment logistics (e.g. collating reference requests, booking rooms, equipment support, catering orders.)
 - Department event organisation (Eventbrite registration and advertisement, catering orders, venue hire etc)
 - Financial support (Supplies orders, Supplier set up, one off payments and expense/fees claims, processing Timesheets.)
 - Departmental Listserv moderation
- The **CSE team** provide support in ensuring the School has appropriate processes that facilitate safe working for all staff and students. Everyone has a personal responsibility to ensure they are compliant with legislation by completing **mandatory** training e.g. H&S, DSE, data security and completing risk assessments to ensure safe travel (more info available on [School intranet](#)).

There is no dedicated PA support for Academic staff.

Do It Yourself (as far as possible)

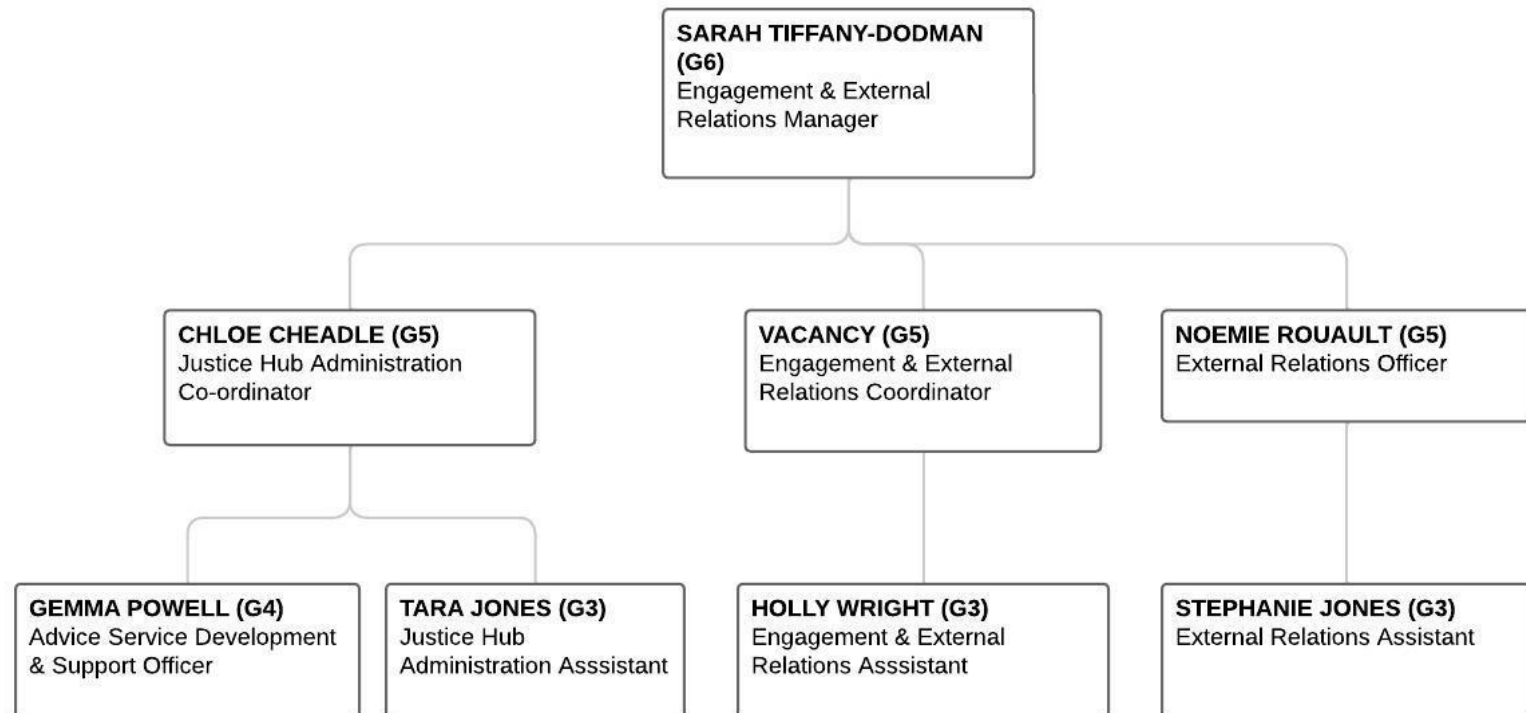
University systems:

- MyView for staff expenses using RSA - £2000 per annum (pro-rated for part-time).
- Key Travel – self-book travel and accommodation.

Conferences – self- sourced but booked on the School credit card by the Department Administrator.

All the above mean that you should not be out of pocket for long, providing everything is correct when you make a claim – usually processed and paid within a week.

Engagement & External Relations Team (includes Justice Hub)



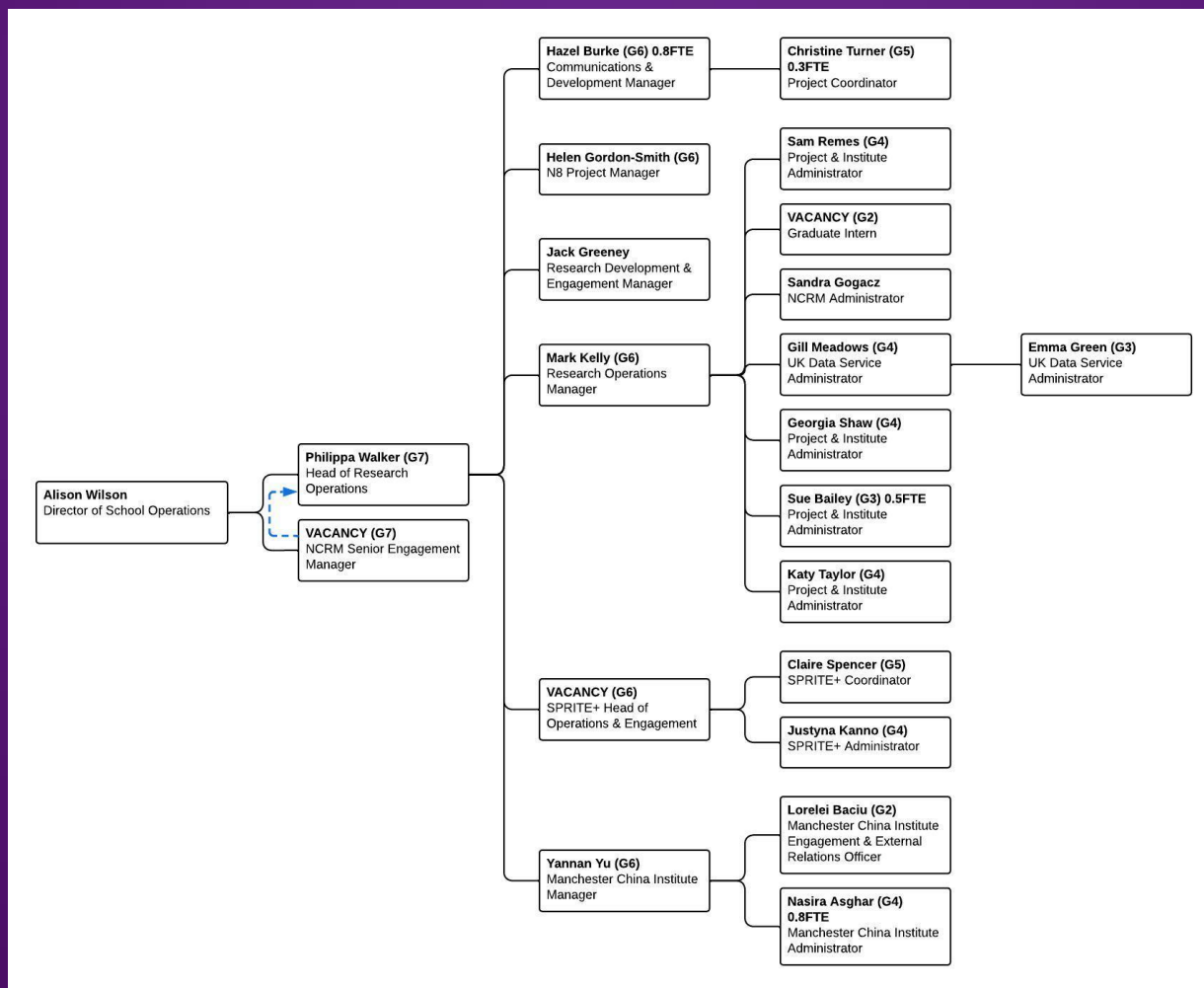
Engagement & External Relations Team (includes Justice Hub)

- Co-ordinates the School's engagement activity to deliver on the School's strategic objectives with respect to communications (internal and external), business engagement, social responsibility and internationalisation (where appropriate).
- This includes engaging with local communities, establishing and maintaining relationships and networks with sponsors, the legal professions, business, alumni and other external bodies.
- Deliver an expanded programme of public events and outreach activities, based on the research/practice expertise and interests of the School, via the Justice Hub, ESRC Festival and various Public Lectures e.g. Arthur Lewis, Harry Street.

SoSS Institutes

- Sustainable Consumption Institute (SCI), joint Institute with the Alliance Manchester Business School – Debbie Cox
- Cathie Marsh Institute (CMI) – Pip Walker
- Manchester China Institute (MCI) – Yannan Yu

Research Operations Team



Research Operations Team

- Provide support to PIs, providing costs were built in to the funding application
- The Research Operations Team in SoSS (sooss-research-operations@manchester.ac.uk) provide administrative and strategic support to Principle Investigators of grants across the school, where this service is costed into the award.
- Team of seven with a broad range of skills, meet with the PI at the point of an award to discuss how to best support the needs of the grant.

The kinds of things they can manage and support are:

Research Operations Team

- **Strategic Management:** Support for PI's in managing recruitment and financial planning for the life of the award, including support for all HR matters, management of subcontracts, best use of budgets and budget management.
- **Impact Support:** Liaison with communications and marketing regarding setting up, populating and managing content of a project website, page or pure profile; setting up social media profiles and supporting colleagues to use tools to ensure good exposure for the project; preparing material for event promotion and managing event set-up and marketing, including expertise in facilitating online and in-person events; additional expertise in lay audience translation and communication of research.
- **Project Administration:** Support for all areas of project admin needs, including casual contracts and casual payroll, purchasing, visitor travel, advisory board support, team meeting minuting and action logging/progression management, fees and expenses processing and general support for grant finances.