

JOB DESCRIPTION

Job Title:	Director of Student Services and Wellbeing
Department:	Student Services
Contract:	Permanent, Full-time
Salary Range:	Circa. £55,000
Salary Grade:	Fixed
Report To:	Pro Vice-Chancellor (Access, Participation and Student Experience)
Job Purpose:	<p>To oversee the work of teams responsible for: health, wellbeing and counselling; safeguarding; student engagement; student finance advice; accommodation and reception.</p> <p>To lead, manage and implement a range of student-centred initiatives, ensuring an outstanding provision of support and facilities to our further and higher education students.</p>
Main Duties & Responsibilities:	<ol style="list-style-type: none"> 1. To provide leadership for the teams comprising health, wellbeing and counselling; safeguarding; student engagement; student finance advice; accommodation and reception, ensuring a co-ordinated and integrated approach to the delivery of services. 2. To ensure that the delivery of services is student-focused, that strategies and plans are in place to evaluate service performance and enhance overall student satisfaction and that the services work closely with and complement those services provided by other university departments. 3. To oversee the health, wellbeing and counselling services, ensuring they are able to meet student needs, coordinating across the department to provide the best service to students, and working to embed wellbeing activities across the curriculum. 4. To manage the university's Designated Safeguarding Lead, ensuring staff are appropriately trained, deputising for the DSL when relevant, and monitoring the service. 5. To oversee the use of Learner Analytics software to support student engagement, particularly of students from underrepresented groups. This may involve developing action plans to support improvements in non-continuation rates and

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	<p>student outcomes, and to provide related reports to committees and external bodies, including the Office for Students.</p> <ol style="list-style-type: none"> 6. To oversee the administration of student hardship and financial support, including the Kick Start scheme, ensuring that scheme funds are administered fairly and efficiently. 7. To oversee the operation of student accommodation services. This will include developing strategies to promote accommodation to students, ensuring sufficient and appropriate residential support is in place, and undertaking some management of student incidents. 8. To establish excellent working relationships with academic departments, and other support teams to promote and deliver high quality services that meet the needs of the student body. 9. To ensure that resources are used effectively and that there are robust systems to check financial transactions. 10. To communicate the services available to students clearly and effectively; this will include facilitation of marketing and website materials and the delivery of an excellent customer service. 11. To manage and monitor the provision of accurate and timely data on the performance of Student Services. 12. To manage, and occasionally lead on, urgent and serious student incidents, or incidents involving distressed students, utilising the expertise of colleagues and external partners where appropriate. This may involve occasional out of hours working. 13. To perform all duties associated with line management role, including probation, Professional Development Review, Recruitment & Selection, absence management. 14. To ensure practice is in line with the requirements of the General Data Protection Regulations. 15. To commit to upholding the principles of Safeguarding and the PREVENT agenda. 16. Any other duties commensurate with the nature and grade of the post.
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PERSON SPECIFICATION

Post:	Director of Student Services and Wellbeing	Weighted criteria
Experience:		
1	Experience of managing teams to achieve operational and institutional objectives and performance targets.	
2	Experience of managing support services in an educational environment, including experience of managing at least two of the teams in the Student Services and Wellbeing department.	X
3	Demonstrable success in building effective working relationships and partnerships with key internal and external parties	
4	Understanding of the regulatory landscape relating to wellbeing and student services in FE and HE (e.g. OfS and Ofsted requirements).	X
5		
Skills & Abilities:		
6	Strong organisational skills and the ability to prioritise a demanding workload.	
7	Excellent written and oral communication skills.	
8	Excellent interpersonal skills with an ability to build strong working relationships externally and internally.	
9	Good IT skills, and the ability to produce reports and analyse data.	
10	Ability to work enthusiastically, with the ability to analyse problems and develop solutions.	
Education & Qualifications:		
11	An undergraduate degree or equivalent qualification	X
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Training & Professional Development:		
16	Evidence of regular training and professional skills updating.	
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Other:		
21	Flexible approach to work and willingness to work occasional evenings and weekends.	
22	An understanding of the principles of Safeguarding and the PREVENT agenda in the context of further and higher education.	
23	An understanding of the diverse markets that UCB operates in, and	

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	an understanding of, and empathy for the challenges that different student groups may face in participating in higher education	
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