

Job Description

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| Job Title: | Head of Services for Students |
| Salary Band: | Band 7 |
| Working Hours: | Full Time Professional Contract (37 hours per week for nominal purposes) |

Overall purpose/accountabilities:

To lead the Services for Students department which incorporates Gateway, Student Engagement, Sport and Societies, Health & Wellbeing, Library and Careers, Employability & Enterprise, ensuring excellent customer service, an outstanding student experience and delivering on institutional strategic priorities.

An active member of the Senior Management Team, assisting in the overall leadership and management of the campus. Responsible for the collaborative design and delivery of business strategy and key priorities, ensuring overarching institutional strategies are embedded through collaborative relationships.

Reporting to:

Assistant Director (Operations and Student Experience)

Direct reports:

Assistant Head of Services for Students (Wellbeing, Engagement & Enrichment), Assistant Head of Services for Students (Careers, Employability and Enterprise) and Librarian

Core Senior Management Responsibilities/Accountabilities:

Effectively support achievement of an innovative, customer centric and highly proactive culture that places the student at the heart of all that we do. Work to continually enhance student experience and improve student outcomes.

Ensure UoSiL operates within and to the University's Strategic Plan, priorities and associated initiatives.

Actively contribute to the annual University planning cycle and the development and delivery of the agreed UoSiL Business Plan, the underpinning strategies and key priorities. Undertaking an active role in the UoSiL Operational Board.

Positively represent UoSiL at a variety of internal or external meetings/committees, including those held in Sunderland.

Undertaking a lead role in appropriate institutional audits and Business Continuity Planning initiatives.

Lead or participate with project or task and finish groups both locally or as part of institutional wide initiatives.

Be an exemplar of best practice with regards to key institutional aims or commitments, including Health, Safety & Environment, Safeguarding & Prevent, Equality and Diversity & Social Responsibility.

Ensure all appropriate regulatory and legal requirements are met and appropriate records maintained.

Ensure that strong and effective relationships are developed and maintained with colleagues at Sunderland.

Contribute to local Staff Consultation Committee and Academic Staff Negotiating Committees, ensuring staff engagement and effective working relationships with local trade union and staff representatives are maintained.

Deputise for the Assistant Director (Operations and Student Experience) as appropriate.

Main duties:

Strategic and operational leadership of Services for Students, developing the offer for students including the Gateway service; enhancement activities, induction and pre-induction programmes; retention activity and employability provision

Effectively lead, manage and develop staff within Services for Students, to provide an excellent student experience, exemplary customer service and a rewarding working environment.

Devise and deliver the annual department plan for Services for Students and complimentary staffing and non-staffing budgets. Work with colleagues in each of the functions within Services for Students to develop an annual Operational Plan and budget. Ensure that costs remain within budget and that institutional financial policies are adhered to.

Work collaboratively across departments, particularly with the Head of Student Administration and Systems to ensure delivery of exceptional student experience and that UoSIL meets all requirements of any institutional internal or external performance measures, including APP, NSS, and appropriate sector benchmarking.

Maintain an effective and positive relationship with the Student's Union and Student Representatives.

Be responsible for assuring UoSIL compliance with institutional systems and processes regarding the effective investigation and resolution of student complaints and disciplinary processes.

Jointly lead local strategies on student retention and attendance monitoring. Develop a range of appropriate local responses to key challenges and improvements, ensure related data is collected, analysed and reported at appropriate University committees.

Chair the UoSIL Case Review Committee, ensuring effective management and oversight of all complex student support and wellbeing cases referring as required to the Safeguarding Lead. Ensure that Services for Students provides appropriate support for students, particularly those with disabilities.

Deputise for the Assistant Director (Operations and Student Experience) as required.

Undertake any other duties commensurate with the post as required

Special factors:

This role will may require some occasional national/international travel to attend events in support of institutional priorities or professional development. There may also be an occasional requirement to work outside of normal office hours and participate in appropriate on call cover arrangements.

Person Specification

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| Essential | Qualifications |
| | Experience |
| | Skills & Attributes |

Relevant first degree/equivalent professional qualification or relevant experience.

Significant experience of working at a management level within a Higher Education environment.

Proven track record of exceptional leadership within at least one area of the roles portfolio of services.

A proven thorough understanding and application of the legal frameworks and compliance requirements governing the roles key areas of accountability.

Demonstrable experience of effective people and financial resource management.

Good knowledge and understanding of the higher education environment, nationally and internationally and the major challenges and influences to institutional success.

Experience and understanding of the support needs of non-traditional students

Willingness to take ownership whilst displaying resolve to be accountable for delivering against key service objectives.

An effective influencer, with a 'can do' approach, able to objectively challenge and engage positively across stakeholder groups.

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| | A creative problem solver, able to deliver innovative approaches to challenges and emerging issues within a fast paced commercial environment. |
| Desirable | <p>Qualification</p> <p>Master's degree or equivalent in a subject area relevant to the roles portfolio of services.</p> <p>Membership of relevant professional and regulatory bodies in an area relevant to the roles portfolio of services i.e. Immigration, health, customer service.</p> <p>Safeguarding experience.</p> |

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