



Assistant Director, Student Journey: Student Support Services

Job Title:	Assistant Director, Student Journey: Student Support Services
Reference No:	0312-21
Reports to:	Director, Student Journey
Grade:	Senior Management (£63,360 - £73,921)
Working Hours:	Professional contract (37 hours per week for nominal purposes)
Faculty/Service:	Student Journey
Location:	Sunderland: City Campus
Main Purpose of Role:	To lead, manage and continuously develop the University's Student Support services and cognate activity including Prevent, safeguarding, mental health and incident management/response, within the Student Journey directorate. Take the lead in the planning, developing, delivery and evaluation of innovative, high quality and relevant professional services, underpinned by best practice and in-line with University strategy. Ensure that service delivery complies with relevant legislative and sector regulations/expectations. In addition, as part of the Student Journey executive team, contribute effectively to the overall leadership, management and development of Student Journey (SJ) as the University's key and principal student-facing converged service.

Key Responsibilities and Accountabilities:

- Ensure the provision of a robust, resilient, reliable and relevant portfolio of services to students and where appropriate, staff and other stakeholders. Maintain a key focus on continuous improvement; the development and use of KPIs; the assessment of value and impact of the services. Ensure services are marketed, promoted and communicated effectively across the student body and to University colleagues as necessary. Ensure and maintain appropriate compliance, risk, business continuity and crisis management arrangements.
- Provide direct lead to and management of the Student Support Services SMT as a group and individually. In particular: setting clear objectives and expectations, monitoring performance, providing feedback, recognition and development opportunities; encouraging creativity and their ability to develop services across the spectrum of the Service.
- Provide operational leadership, management and inspiration to SJ managers.
- Lead and be accountable for the performance of your portfolio in terms of University KPIs, Service Plan objectives and other performance measures.
- Advise the Director and the University Executive, as appropriate, on matters pertaining to your portfolio.

Key Responsibilities and Accountabilities (continued):

- Develop strategies, policies and processes appropriate to your portfolio and ensure their consistent application across the University.
- Take a proactive approach to making the Director, Deputy Director and/or Chief Operating Officer aware of developments which will affect the delivery of the University's strategic plan or the Service's key functions in your areas of responsibility.
- As a member of the SJ executive team, assist the Director by contributing to and participating in its overall leadership, management and development; realising the synergies and value of the convergence and integration of services.
- Advocate for and champion SJ within and across the University, ensuring a responsive posture to University agendas, and influencing and determining agendas where SJ services can add value.
- Represent the Service, in its entirety, on internal boards, committees and other fora, ensuring that the Service's strategic interests are represented effectively.
- Build and pro-actively develop on-going relationships with key internal stakeholders to optimise the delivery of SJ services to the student body.
- Promote and represent the University and SJ regionally and nationally as appropriate; developing and maintaining positive relationships with relevant professional bodies and other stakeholders.
- Through engagement with sector, professional and HE bodies, maintain an in-depth understanding and knowledge of best practice, developing agendas and standards and reflect these in service, team and personal development.

Special Circumstances:

- Occasional weekend and evening working as required to fulfil demands on the service and other requirements.
- Attendance at Open Days and other events as required.
- Work at any University campus, as required.
- Work across and with teams as required.



Part 2A: Essential and desirable criteria

Essential:

Qualifications and Professional Memberships:

- A relevant first degree / equivalent professional qualification.
- Evidence of continuing professional development.

Knowledge and Experience:

- Proven, substantial record of senior management experience acquired from a similar or a number of different specialist roles in Student Support services.
- Experience of and demonstrable commitment to high quality student services and delivering an exceptional student experience.
- Deep and comprehensive understanding of statutory requirements, the key drivers and emerging issues in student support in HE, and how these drive and shape service delivery.
- Knowledge of approaches to student safeguarding and Prevent.
- Proven record of project management and successful delivery of key objectives/outcomes in an area relevant to the Service portfolio.
- Demonstrable record of applying leadership and management knowledge to complex business challenges in a similar, or number of different specialist roles.
- Leading and/or managing change, successfully.
- Experience of budget and/or resource management.

Desirable:

Qualifications and Professional Memberships:

- A higher degree or relevant professional qualification.
- A teaching qualification or fellowship of Advance HE

Knowledge and Experience:

- Proven record of senior leadership in a similar role.
- Proven record of leading or managing expert staff across a diverse range of activity.
- Experience of leading or managing successful cross-organisational change.

Part 2B: Key competencies

Competencies are assessed at the interview/selection testing stage

Generic Competencies:

- Demonstrates a visible commitment to the University's vision, values and supporting strategies.
- Demonstrates honesty, loyalty and integrity.
- Takes ownership and displays resolve to be accountable for delivering against objectives.
- Excellent communication, influencing and interpersonal skills with an ability to engage effectively and positively across a range of stakeholders.
- Displays self-confidence, demonstrating a 'can do' approach.
- Develops positive and innovative approaches to challenges and emerging issues.
- Thinks creatively and champions new ideas, even when these may be contentious.
- Is resilient and shows resourcefulness in coping with a high workload, conflicting priorities and competing deadlines.

Role-Specific Competencies:

- Displays strong leadership and consistent management skills, motivating others and developing their confidence to achieve their potential.
- Understands complex student journey services and issues at a conceptual level and is able to make positive contributions to the leadership team.
- Demonstrates clear and strategic thinking with the ability to plan and deliver from concept to outcome.
- Flexible and creative approach to problem solving, combining rational analysis with experience to make and influence timely, complex and critical decisions.
- Demonstrates emotional intelligence, political sensitivity and cultural awareness in dealing with colleagues and complex cases/situations.
- Consultative and collaborative approach: able to actively engage with all management teams across the Service to achieve consistency of service and develop consensus within disparate views, with due attention to the needs of others.
- Demonstrates personal resilience and the ability to be calm and self-contained under pressure.
- Ability to embrace and manage change and share vision with enthusiasm.
- Understands and is passionate about the value and impact of delivering excellent and highly relevant services in student success and achievement – and has the ability to measure, articulate and advocate this to a range of different stakeholders.

Date:

July 2021