

Role Profile

Assistant Head of Student Services (Wellbeing)

Salary:	Band 5
Working Hours:	Full Time – 35 hours per week for nominal purpose (32 hours over four days during 4-day week pilot)
Reporting to:	Head of Student Services
Direct reports:	Wellbeing Adviser, Mental Health Adviser, Disability Adviser, International Student Adviser, Student Finance Adviser.
Overall purpose/accountabilities:	<p>Provide leadership, management, and effective operation of our wellbeing provision for students.</p> <p>Manage a team of skilled professionals to deliver specialist advice and guidance to our students.</p> <p>Support the Head of Service for Students (SfS) in all aspects of departmental activity, deputising where appropriate, but with specific responsibility for student wellbeing, and our specialist advisory provision.</p> <p>Be a key member of the Services for Students management team, supporting the Head of SfS in our cycle of strategic planning and development to ensure continuous review and service improvement.</p> <p>Work closely with colleagues in Services for Students, across University of Sunderland in London (UoSIL) and the university to promote inclusive practice and a holistic approach to wellbeing, advice and guidance.</p> <p>Role model and proactively foster our professional behaviours, championing an excellent student experience and high-quality service to all stakeholders.</p>

Job Description

Provide leadership and management for the effective delivery of wellbeing, and specialist advisory provision, ensuring our service provision proactively contributes to student engagement, satisfaction, and positive outcomes.

With support from the Head of Services for Students, providing strategic leadership and day-to-day management and development of the wellbeing and specialist advisory team.

Lead the development and management of relationships, contracts, and funding arrangements with external providers.

Lead on the management of complex cases, providing expert guidance to ensure appropriate support and a joined-up response within and external to UoSIL.

Chair and represent Services for Students in 'case review' meetings where staff across UoSIL meet to discuss how best to support a student.

Keep up to date with changes in legislation, government policy and research, and act as a knowledgeable resource to the UoSIL on matters relating to student wellbeing and across specialist advisory provision leading team training and development as required.

Lead on student safeguarding policy and associated procedures.

Maintain appropriate records, providing reporting and analysis related to the service to the Head of Services for Students and senior management.

Participate in supervision, and any training or professional development as required.

Lead a fair response to student complaints and investigations, acting as an investigating officer as required.

With support from the Head of Services for Students, manage the annual departmental planning cycle and budget, developing business cases as required.

Leading and representing UoSIL at internal and external meetings, networks, conferences, events, steering groups, task and finish groups or committees, and deputise for senior colleagues as required.

Work in line with university policies, procedures and regulations and promote equality and inclusion.

Effectively manage all staff and resources, ensuring all policies and procedures with respect of staff recruitment, selection, induction, appraisal, staff development, recognition, performance management and health and safety are adhered to and consistently applied.

Promote and encourage the practice of the University's equality and diversity principles in contacts with all staff, students and partners and promote corporate values through all streams of the role.

Commitment to effective delivery of an excellent student experience to all learners.

Any other duties commensurate with the nature of the job, as determined by an appropriate manager.

Other factors:

This post requires an enhanced criminal record check from the Disclosure and Barring Service (DBS).

Occasional travel to our Sunderland campus or out-of-hours work is required.

A flexible approach to work is required with occasional evening and weekend work and national travel to Sunderland campus may be required on occasion. Annual leave may be restricted at certain times of the year so as to accommodate business needs.

On occasion, as part of an integrated Service for Students, you may be required to cover and support colleagues across the service.

Person Specification

Essential	Qualifications Education to degree level or equivalent.
	Experience Previous employment within a Higher Education institution at a level involving the management of a service. Experience of managing student disability and/or mental health services within a university setting. Experience of effective line management, and of leading a service delivery team. Experience of making assessment of student support needs and producing individual support plans. Experience of using student information and management systems. Experience of managing urgent and complex situations with students. Experience of working with professional specialists in the fields of disability, mental health, and wellbeing. Experience of co-ordinating and managing a large caseload effectively, including liaison with internal and external support services. Experience of implementing policy, procedures and undertaking service provision review.

	<p>Skills & Attributes</p> <p>Substantial knowledge of the Higher Education sector and student services management and administration.</p> <p>Knowledge of the wide range of mental health related issues students, including non-traditional, may present with.</p> <p>Substantial knowledge of relevant legislation and the implications of this in a Higher Education setting.</p> <p>Knowledge of matters relating to international student and student finance advice and guidance.</p> <p>Excellent people management skills with the ability to motivate and develop staff.</p> <p>Excellent communication skills, written and oral.</p> <p>Excellent interpersonal skills, including the ability to collaborate with internal and external colleagues at all levels.</p> <p>Ability to make effective and appropriate use of student information and management systems.</p> <p>Ability to role model and foster professional behaviours and collaborative working with a range of individuals.</p> <p>Excellent organisational skills and the ability to manage a caseload and projects, meeting deadlines and targets.</p> <p>Ability to remain calm and empathetic under pressure, including when dealing with complex or high-risk student cases.</p> <p>Ability to identify areas of improvement and proactively work with other people and teams to influence and deliver change.</p> <p>Commitment to equal opportunities, confidentiality, and a student-centred approach</p>
<p>Desirable</p>	<p>Qualifications</p> <p>Membership of a relevant professional body.</p> <p>Further qualifications in the disability, mental health and/or safeguarding field. Supervision qualification.</p> <p>Project management qualification.</p>

	<p>Experience & Knowledge</p> <p>Experience of leading on implementing student safeguarding policy and procedures.</p> <p>Experience of working with professional specialists in the fields of international student advice and student finance</p>
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DATE UPDATED: February 2023

