



JOB DESCRIPTION

Job Title: Director of Student Services	Band SD: £66,857 to £75,248 per annum
Department: Student Services	
Reporting directly to: Academic Registrar	
<p>Overview:</p> <p>The post holder will have responsibility for the overall leadership, organisation, management and enhancement of support and services for all students at the University, the Director of Student Services will make a significant contribution to ensuring that the University is an outstanding place at which to be a student and will play a key role in ensuring that the continual improvement of the quality of the student experience is a priority.</p> <p>The Director will lead a diverse professional team operating at a variety of locations and will work closely with the team to provide a range of services which are in place to offer support and maximise student engagement. They will be committed to delivering service which is relevant and agile, and harness modern technology to support the provision of advice, support and knowledge to all students at the University.</p> <p>The post holder will need to be collegiate, pro-active and solution focused with an ability to use evaluative data to inform the enhancement of service design and delivery. They will be well placed to develop and sustain internal networks, working collaboratively with the University Leadership Group and academic and professional support units to ensure Student Services make a substantial contribution to the quality of the overall student experience. They will actively engage in external networks in order to maintain a broad overview of innovation, developments and best practice in the sector and will lead partnership work with organisations that provide services for students including, for example, Chaplaincy, GP services and mental health services.</p> <p>The post holder is directly responsible for the strategic leadership of services within the portfolio of Student Services and for leading and developing significant strategic projects in order to enhance student engagement and the student experience, and to contribute to the University’s aims in relation to student satisfaction, retention, outcomes and employability. Providing outstanding leadership and motivation to dedicated teams, the post holder is ultimately responsible for the effective development and delivery of a range of highly effective student support / health and wellbeing services including:</p> <ul style="list-style-type: none"> • Careers and Employability • Counselling and Mental Health • Disability and Dyslexia • Firstpoint • Money Advice • Student Support and Wellbeing <p>The Director of Student Services is a member of the University Leadership Group, reporting to the Academic Registrar, and a member of the Provost Group which is concerned with a number of University matters related to Professional Services and Departments.</p> <p>They will provide line management to the Assistant Directors within the team.</p>	



Main Duties*:

1. To provide strategic leadership and development of Student Services in accordance with the University's strategic priorities and evolve the organisational structures, practices, policies, and technology to deliver an excellent service throughout the University.
2. To lead, motivate and develop the diverse professional team in a variety of locations, providing clear objectives and managing performance against these, to ensure that staff are appropriately motivated and trained to carry out their responsibilities to the required standards.
3. To effectively manage the staffing and operational budget and prioritising the use of resources across the Service.
4. To ensure the provision of proactive and flexible student front line services, that provide efficient, effective support and promote service excellence.
5. To use evaluative data strategically to enhance service delivery and ensure that there is clear alignment between University, Service objectives and individual contributions to ensure effective delivery of student interventions to increase student continuation, achievement and progression.
6. To enhance student health and wellbeing, by ensuring the provision of high-quality support services in and out-of-hours, liaising with external agencies to manage risk and develop and promote good practice.
7. To manage the risk associated with student crises and play a key role in responding to serious incidents affecting students, or the University as a whole and being available for out-of-hours work, as required, to deal with urgent student-related issues as they arise; liaising with external agencies and advising senior managers as required.
8. To develop and deliver a Careers and Employability Strategy that aligns to our academic vision, employment trends and needs, and work closely with Academic Schools to support employability across University programmes.
9. To take the lead on promoting the Service internally to ensure effective understanding of the contribution it makes to the overall student experience and inter-relationships with other University services.
10. To maintain a strong awareness of current and forthcoming regulatory and / or statutory requirements that impact on students and the services they receive.
11. To manage the strategic and operational risks associated with the University's student services and ensure that effective business continuity plans are in place.
12. To develop and sustain both internal and external networks and partnerships, working closely with Academic Schools, the Students' Union, other senior managers across professional service and partner organisations in order to improve all aspects of student life and experience throughout the University.
13. To advise the Academic Registrar, Provost, and other senior colleagues, on matters relating to student wellbeing, and critical incidents involving students.



14. To maintain overview of innovation, developments, and best practice in the sector and apply this within Student Services to ensure service provision remains in the best interest of the student.
15. To lead, facilitate and encourage a culture of high standards of performance and continuous improvement within the team.
16. To set individual and team objectives, and support staff in their professional development.
17. To chair or attend meetings, network or sector groups internally and externally and lead University-wide projects as agreed.
18. Maintain personal and professional development to meet the changing demands of the job; participate in appropriate training activities and encourage and support staff in their development and training.
19. Take steps to ensure and enhance personal health, safety, and well-being and that of other staff and students.
20. Carry out these duties in a manner that promotes equality of opportunity and supports diversity and inclusion and takes into account the University's commitment to environmentally sustainable ways of working.

*The above does not represent an exhaustive list of duties associated with this role.