**Leeds Beckett University – Job Description Ref: SSV**

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| **Faculty/Service** | Student Services |
| **Section** |  |
| **Post Designation** | Associate Director |
| **Grade** | 10 |
| **Post to which directly responsible** | Director of Library and Student Services |
| **Posts for which directly responsible** | Head of Student Wellbeing, Head of Student Money, Head of Operations and Business Support, Student Experience Manager, and any other appropriate posts assigned  |
| **Purpose of Job** |
| * To support the Director in developing strategic plans for the service and aligning its objectives, policy and practice to University aims and key performance indicators.
* To provide effective leadership and operational management to the assigned service areas, and build staff and organisational capability to support the achievement of School, Service and University ambitions and strategic plans.
* To provide expert professional advice in student services development and delivery to the Director and University senior leaders, informed by national policy and sector best practice.
* To deputise for the Director when required, representing the service within University fora, and representing the University in external organisations and networks.
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| **Responsibilities** |
| 1. To work with the Director and service Leadership Team to develop strategic and operational plans for the service, aligned to the University Strategic Plan and School priorities, maximising the benefits of the broad portfolio of the service.
2. To develop effective strategies to engage closely with colleagues in Schools and in the Students’ Union, to create a partnership approach to student progression, support and wellbeing, and ensure that policy and practice are developed jointly.
3. To work with Schools and Professional Services to develop institutional policy and practice, quality processes, and academic regulations, which assure the quality of disabled student support, fitness to study case management and crisis intervention.
4. To provide expert advice and guidance to senior colleagues to ensure a whole University approach to mental health and wellbeing and drive initiatives to embed good practice into day to day working and the University culture. In so doing, ensure that Student Services is appropriately resourced, accessible, effective and responsive to current and future need.
5. To provide effective leadership, direction and management to service areas assigned to the role, promoting an ethos of integrated service-wide collaboration and service advocacy, and developing high performing teams with a culture of continuous performance improvement.
6. To be the service’s lead on complex student case management and facilitate cross campus approaches to student behaviour support and integrated interventions;
7. To develop effective processes, reporting, evaluation and performance management strategies for the service, aligned with external frameworks and requirements, and to use data and metrics to evidence the impact of services and initiatives.
8. To leverage digital technologies to enable service delivery and evaluation, and cross-service collaboration and insight.
9. To maintain expert knowledge of professional practice and standards, and of national policy and sector innovation, particularly in relation to wellbeing, safeguarding, access and inclusion, to inform planning, policy and practice within the service and wider University.
10. To lead on student critical incident responses, and out of hours’ crisis management procedures.
11. To be the University lead officer on the Prevent Silver Command Group in the region and to support the University Secretary and Director in relation to Prevent and Safeguarding.
12. To deputise for the Director when required, representing the service within University fora, and the University in external organisations and networks, identifying opportunities for partnership working and benchmarking services externally.
13. To undertake other duties, commensurate with the grade, as required.
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| **Equal Opportunities** |
| We are committed to providing a non-discriminatory and harassment-free working environment for our employees. All our employees are expected to have due regard for those policies when carrying out their duties. |
| **Health and Safety** |
| You will maintain a positive attitude to Health and Safety in carrying out personal responsibilities and co-operate with Health & Safety policy/local rules/Codes of practice relating to Health and Safety. |
| **Physical Conditions** |
| You will be required to work between City and Headingley campuses. |
| **Relationships** |
| Reporting to the Director of Library and Student Services and working in collaboration with the service Leadership Team, Students’ Union, and academic and Professional Services colleagues. Liaison and collaboration with external bodies such as Unipol, UPP, city support groups, local authorities, charities, other HEIs and relevant national professional bodies. |
| **Terms & Conditions** |
| Terms and conditions for Management staff are determined locally and there is no trade union recognition for the purpose off collective bargaining for this staff group. Terms & Conditions of Service are as determined by the Vice-Chancellor for Management staff (within a framework set by the Board of Governors) and will have regard to any national recommendations arising from negotiations between the Universities and Colleges Employers Association (UCEA), and recognised trade unions in so far as these are adopted by the Board/Vice-Chancellor.Salary is currently within Grade 10 (£60,493 - £71,492). On appointment staff will normally be placed on the first point of the substantive grade for the post. Appointment above this will only be on an exceptional basis and subject to approval in line with our University’s Pay Policy.Annual leave entitlement is 38 days.  |
| **Probationary Period** |
| Appointment to this position may be subject to a probationary period of up to 12 months, in line with our probationary policy.  A copy of our probationary policy is available on our website or on request from Human Resources. |
| **Pre employment Health Assessment** |
| Our University aims to ensure that all employees are placed in a job that is compatible with their health and physical abilities. In accordance with the Equality Act, questions relating to health are asked following an offer of appointment. All offers of appointment are subject to pre employment health assessment. |

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| **Closing Date** |
| Tuesday 10 November 2020 |

**Leeds Beckett University – Employee Specification**

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| **Post Title** | **Associate Director of Student Services**  | **Grade** 10 |
| Please carefully read the notes of guidance enclosed with the application form and provide information to help us decide whether you meet the criteria below.  |
| **Qualifications, Skills, Experience & Knowledge** | **Essential/****Desirable** | **Method of Assessment**(Application/ Interview/Test/Other) |
| 1. A degree, and a professional qualification or substantial professional experience in a field relevant to the role, e.g. mental health, student support and advice, social work  | Essential  | A |
| 2. Substantial senior level experience of developing strategic plans and leading teams in the delivery of student services, ideally in a higher education context  | Essential | A/I |
| 3. Experience of developing institutional level policies and procedures, and of aligning service plans to national frameworks and regulation | Essential | A/I |
| 4. Understanding of relevant theory and practice in support of the student experience and their use within the development of policy and strategy  | Essential | A/I |
| 5. Knowledge of current developments and strategies within higher education in the delivery of student services and advice, disability support, and of particular advantage, wellbeing and mental health support  | Essential | A/I |

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| **Performance Attributes**Please note that all the following criteria are **essential**. | **Method of Assessment**(Application/ Interview/ |
| **PLANNING & ORGANISATION**6. Successful track record in strategic and operational planning, managing large teams, financial management, and project management.7. Able to work with a high level of initiative under pressure to tight deadlines and competing priorities. | A/I |
| **SERVICE DELIVERY**8. A proactive approach to service culture and continuous service improvement to evidence impact, informed by data, evidence, user engagement, and evaluation. | A/I |
| **TEAMWORK**9. Strong team leadership skills, and a proven track record in building positive colleague engagement and team motivation to achieve high performance. | A/I |
| **COMMUNICATION**10. Excellent communication and influencing skills, and the ability to produce presentations and reports to a high professional standard, addressing the needs of different audiences.11. Ability to represent the service with credibility and authority, both within and externally to the institution. | A/I |
| **CREATIVITY & INNOVATION**13. Ability to think creatively and flexibly, with an enthusiastic and positive approach to the implementation of change and service development. | A/I |
| **LEARNING & DEVELOPMENT**14. Proactive engagement with the continuous development of professional skills and knowledge, and participation in sector networks, actively feeding the benefits into service enhancement. | A/I |
| Whilst these performance attributes may relate to this role more specifically for recruitment and selection purposes, following appointment, all members of staff are expected to demonstrate effective performance across all six of our University’s performance attributes. Please [click here](https://www.leedsbeckett.ac.uk/staffsite/-/media/files/staff-site/human-resources/working-here/safety-health-and-wellbeing/pdr/nn_performance_attributes.pdf) for further details. |