



**University of  
East London**

**Pioneering Futures** Since 1898

## **JOB DESCRIPTION**

Job Title:	Deputy Director of Student Services
Service:	Student Services
Grade:	Management Grade
Responsible to:	Assistant Chief Operating Officer & Director of Student Services
Responsible for whom:	Student Money Advice & Rights Teams, Student Wellbeing Service, Disability & Dyslexia Team, Regional Access Centre, Independent Sexual & Domestic Violence Advisers, Student Services Project and Systems Team, Local Safeguarding Officers
Liaison with:	Board of Governors, University Executive Board, University Management Board and their management teams, Heads of service areas, Staff within the Directorate, Academic Schools, Students, External Sector and Statutory Bodies, Students' Union, other relevant stakeholders

### **Never Not Moving Forward**

Build your career, follow your passion, be inspired by our environment of success.  
#BeTheChange

The University of East London is one of the most diverse and vibrant universities in the global capital. Our pioneering and forward-thinking vision is making a positive and significant impact to the communities we serve, inspiring both our staff and students to reach their full potential.

Born in 1898 to serve the skills needs of the 2nd industrial revolution, the University of East London has commenced Year 3 of its transformational 10-year [Vision 2028 strategic plan](#) led by our Vice-Chancellor & President, Professor Amanda Broderick, to advance Industry 4.0 careers-1st education. We have a clear route-map to provide a springboard for the jobs and opportunities of the future; drive diversity in the 4.0 talent pipeline - working in partnership to promote talent wherever it is found; and to create an inclusive and sustainable, green future.

We are looking for forward-thinking, innovative, curious, high-energy, self-aware people who are passionate about making a positive difference and who will thrive in an inclusive and diverse University community who are never not moving forwards.

As one of the most socially inclusive and international Universities and comprising one of the most diverse staff populations in the UK (50% of our professoriate identify from black or minority ethnic backgrounds), we are hugely proud of our track record in reducing inequalities (ranked 1<sup>st</sup> in the UK & 2<sup>nd</sup> globally, Times Higher Education Global Impact Rankings, 2020) and our commitment to equality, diversity and inclusion is at the heart of Vision 2028.

We are building an environment of success where colleagues are supported to achieve, and our community can flourish and thrive. We are an accredited Investors in People Award Institution and have achieved the Investors in People Health and Wellbeing Award. With Athena Swan Awards and being one of a small number of Universities to have achieved the Race Equality Charter Award, we continue our journey to address and reduce barriers to opportunity.

So, if you are looking to build your career in a dynamic, inclusive and performance-focused team and are inspired by our environment and drive for success, we want you to apply to join the University of East London. We are looking for inspirational individuals who have a passion to make a positive difference to people and planet, creating a more sustainable future for everyone.

## **JOB PURPOSE:**

The **Deputy Director of Student Services** will provide leadership to ensure the delivery of a range of high quality, innovative and pro-active student services which enhance the student experience, develop health gain and support student success.

Working on cross institutional initiatives the role will contribute expert leadership to the achievement of the University's strategic goals and creating a culture of continuous improvement and innovation in meeting the University's strategic objectives.

The role holder will be required to work in partnership across UEL to develop policies and strategies to create a more holistic and enhanced student experience through the complete student lifecycle supported by excellent customer service enabling students to achieve the successes they aspire to.

The role holder will demonstrate a high level of professional credibility underpinned by genuine expertise, a deep knowledge and understanding of the higher education sector, with the ability to command respect and influence at a senior level across the University and as part of external professional networks.

The role holder will deputise for the Assistant Chief Operating Officer (Health Gain and Student Experience & Director of Student Services) where appropriate

## **MAIN DUTIES AND RESPONSIBILITIES:**

- Provide senior leadership to the student support services, and line manage the Directorate's service managers responsible for this range of specialist services.
- Oversee the University's safeguarding processes and be the operational point of contact for safeguarding issues.
- Lead and manage pan-University projects on behalf of Student Services, such as the University Mental Health Charter, Wellness and health gain projects, and the implementation of the University's Wellness strategy and wellbeing analytics initiatives
- Lead on the development of policies and processes to better support students who have experienced sexual violence and harassment, and develop educational programmes to prevent such behaviours
- Provide senior leadership in the delivery of pastoral, social and cultural student opportunities and events that contribute to student identity, safety, resilience, well-being and a sense of belonging, furthering their social, physical and cultural enrichment and engagement with the life of the University, etc.
- Develop and implement plans, policies and processes that are informed by business needs and student feedback and contribute to the success of the University's strategic and operating objectives.
- Play a key role in responding to crisis/ serious incidents affecting students and/or service delivery.

- Through our Business Partnering model, drive collaborative working between professional services and academic departments to ensure student life and wellbeing strategies are holistic, co-ordinated and in the best interests of both students and the wider university community.
- Agree and ensure delivery of a set of customer focused Key Performance Indicators for student support delivering operational plans and annual reports
- Deputise for the Director of Student Services as required.
- Take overall responsibility for the planning, delivery and monitoring of allocated budget and resources.
- Engage in external networks and collaborations at national level in the higher education sector to ensure that the University is well informed and is in a position of influence in the sector and best placed to meet any opportunities or challenges that emerge.
- Undertake any other duties appropriate to the role, as required.
- Work in accordance with the University's equal opportunities and diversity policies.

## **PERSON SPECIFICATION:**

### **EDUCATION QUALIFICATIONS**

#### **Essential:**

- A postgraduate degree or professional qualification

### **KNOWLEDGE AND EXPERIENCE**

#### **Essential:**

- Authoritative knowledge and understanding of HE in the national and international context, gained at senior level. (A)
- Experience of strategic leadership of complex service areas including at least one of the function areas encompassed by this role. (A)
- A clinical background (A)
- An excellent understanding and working knowledge of all aspects of student support in a higher education institution specifically the need for a whole university approach to wellbeing. (A/I)
- In-depth expertise in developing, implementing and monitoring complex policies and procedures that relate to student wellbeing, mental health and suicide prevention (A/I)
- Experience of delivering transformational change projects, with demonstrably positive outcomes (I)
- Excellent knowledge and experience of how Safeguarding works in an HE context (A/I)
- Excellent knowledge and experience of how a university can prevent gender-based violence, harassment and hate crime (A/I)
- Experience of proactively developing and delivering services to meet the needs of a diverse, multi-cultural student body (A/I)
- Ability to manage complex priorities balancing the immediate operational requirements of the service with the need for strategic work to develop and transform provision. (A)

- Demonstrable experience of leading a high-performing team and working collaboratively for optimal achievements. (I)
- Sophisticated understanding and interpretation of the UK HE policy environment, including trends and practices regarding enhancing the student experience. (I)
- Commitment and enthusiasm for the University's vision, guiding principles and aims and objectives. (I)

## **SKILLS AND ABILITIES**

### **Essential:**

- An inspirational, flexible and directional leadership style which motivates colleagues and gains the trust and respect of the university community and external stakeholders. (A)
- Strong communication and interpersonal skills including motivational, negotiating, influencing and networking both within the university and externally (I)
- Ability to lead a crisis management response and manage complex human situations in a compassionate, effective, pragmatic way (A/I)
- Ability to analyse, interpret and extract key messages from complex information in order to drive and develop strategy, prioritise key agendas and support colleagues to do the same. (I)
- Sound judgment and practical problem-solving skills. The ability to maintain focus, take difficult decisions, and manage and deliver change. (I)
- An ability to work effectively with staff and teams at all levels of the University and empathy for academic values, the academic endeavour and especially for students. (A)
- Ability to combine strategic thinking with good attention to detail. (I)
- Enthusiasm, vision, and initiative, along with the ability to work well and positively under pressure. (I)
- Ability to anticipate and identify the need and benefits for change and develop strategies to achieve the organisation's goals and aspirations. (I)
- Commitment to and understanding of equal opportunities issues within a diverse and multicultural environment (I)

### **Criteria tested by Key:**

A = Application form

C = Certification

I = Interview

# ORGANISATION CHART

