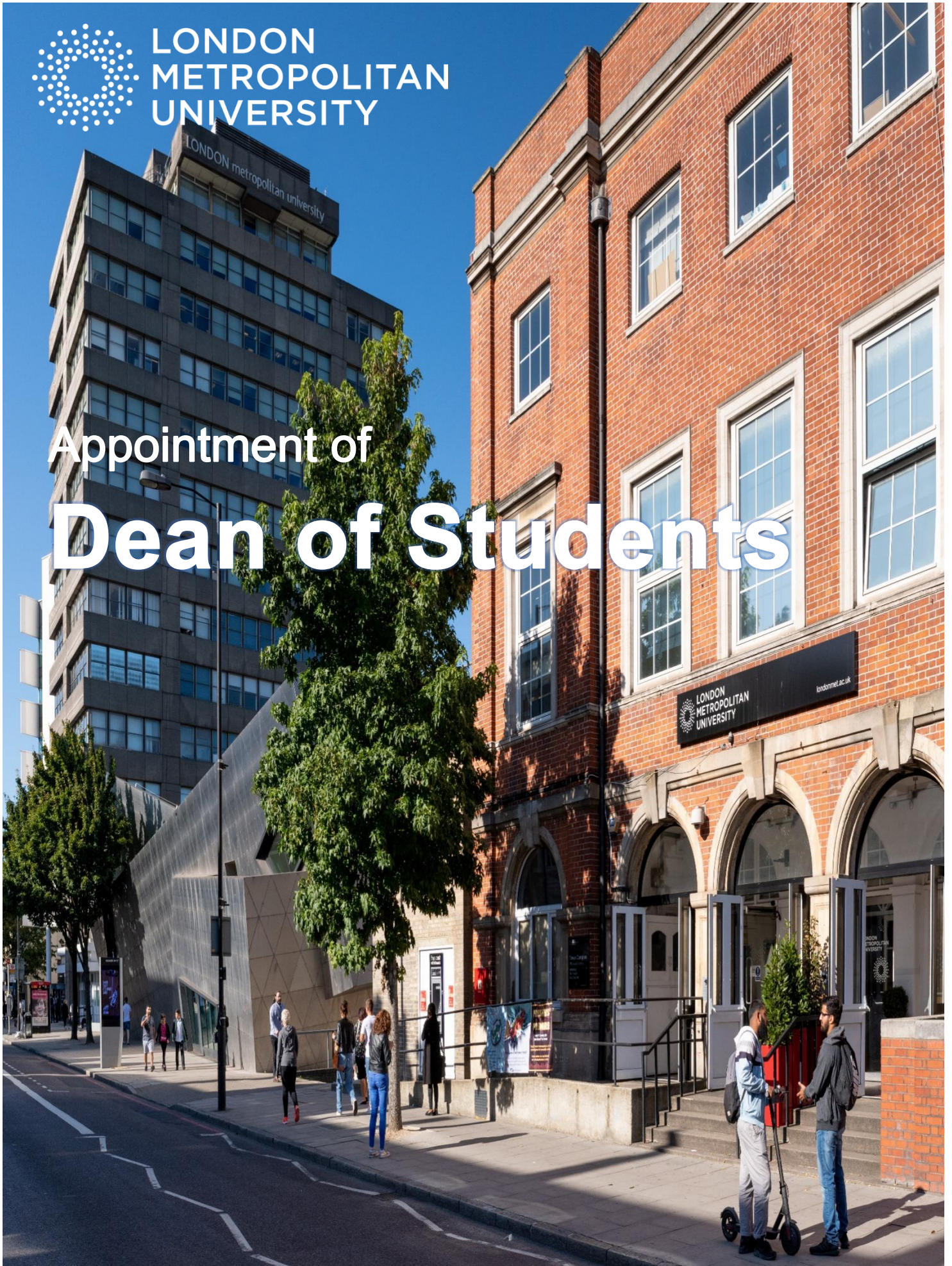




LONDON  
METROPOLITAN  
UNIVERSITY

# Appointment of Dean of Students





Dear applicant,

Thank you for your interest in joining the London Met community.

I am privileged to be the Vice-Chancellor of London Met and I am excited to be working with our dedicated staff and students to fulfil the University's vast potential. This is an exciting time in our history as we build towards a brighter and stronger future.

We are proud to be one of the most socially inclusive universities in the UK. Our diversity leads to an incredibly rich learning environment where students and staff are exposed to a vast range of experiences, cultures and viewpoints. We are completely committed to fostering an equitable and inclusive community and leading our sector in supporting students from all backgrounds to achieve to the very best of their ability. We aim to address sector-wide issues such as degree awarding gaps and continuation rates through targeted efforts that result in fair outcomes for our students.

Our staff and students are the key to our success and co-creation lies at the heart of what we do. We are building capacity and capability across all of our staff and will continue to engage with them as we work together to build a community that is exciting, worthwhile and inclusive.

Since becoming Vice Chancellor, I have pledged to make changes to not only enhance teaching and learning, but to also support and celebrate our diverse body of staff and students. We have signed up to the Mindful Employer Charter and are championing the advancement of gender equality through the Athena Swan charter. We are a Stonewall Diversity Champion and are a Disability Confident Committed employer. London Met is also sector leading for parental leave entitlements. We are taking meaningful action to address institutional racism.

We have launched a specialist Centre to spearhead work around equity and inclusion, ensuring that these are embedded in our curriculum, practices and processes.

We are also developing strong connections with innovative businesses, organisations and public sector institutions across London while at the same time providing students with work experience, volunteering opportunities, transferable skills training and access to The Accelerator, our specialist business incubator.

Our Schools are tireless in the advancement of opportunities for our students ensuring that they are able to pursue their preferred careers, allowing them to grow and unlock their potential. We are committed to student success improving every aspect of their university experience and we are working together to achieve a brighter future for our graduates.

In this next stage of our future, we will increase our ambitions, focusing on impactful research and teaching that will make a difference to the lives of people in our community, our city and beyond.

We have a bold vision for the future; we need passionate and committed people to join our community to help us fulfil our ambitions.

Thank you for taking the time to consider joining us and I look forward to your application.

*Kind regards,*

*Professor Lynn Dobbs  
Vice-Chancellor*

## London Metropolitan University

London Metropolitan University is a public, teaching-led and research-active university. The University as it is today was created in 2002 with the merging of London Guildhall University and the University of North London, the first merger between two universities in the UK. Its roots, however, lie firmly in the nineteenth century with the establishment of the Metropolitan Evening Classes for Young Men in 1848.

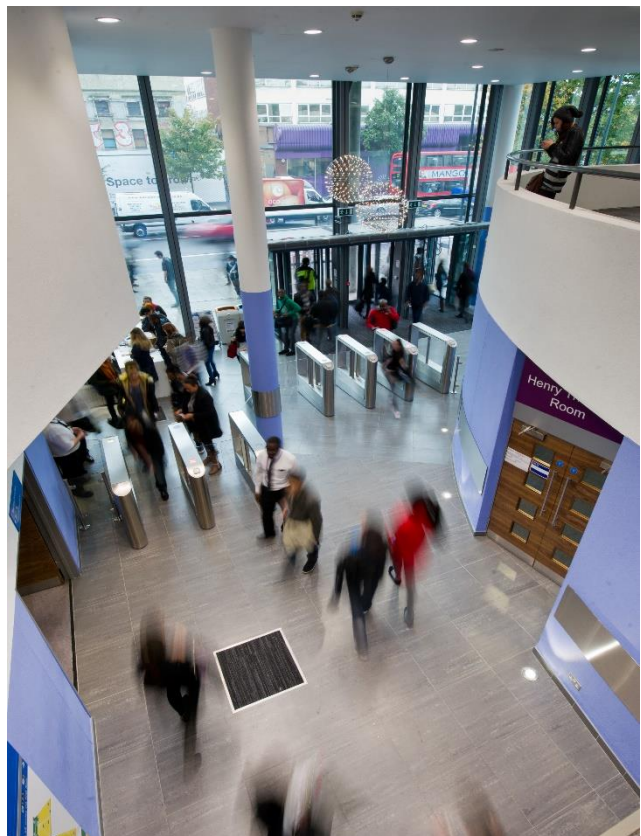
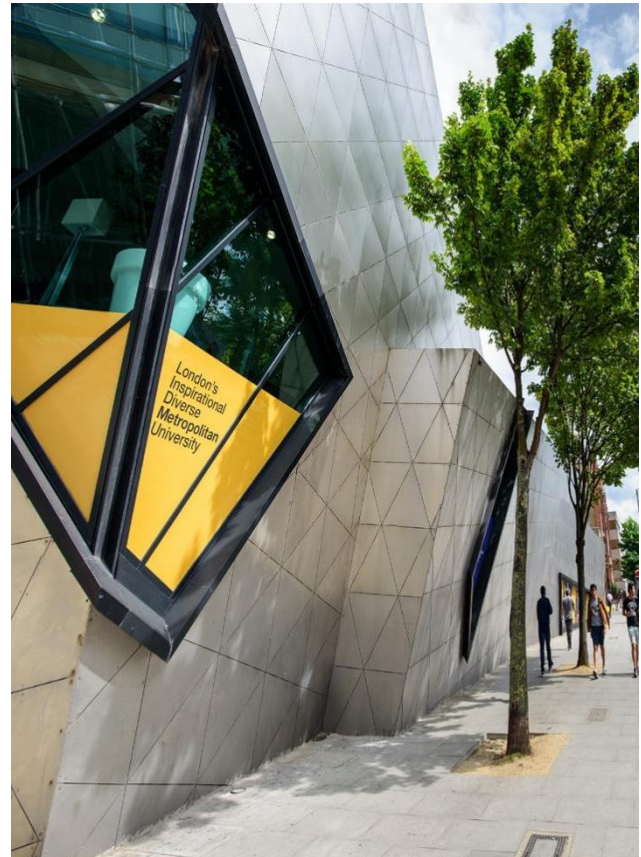
We are proud of our heritage and ever more ambitious for the future of our institution.

### A civic university with global impact

London Met adds real social impact and value to students, staff and communities. Our staff and students collaborate with city-wide partners on high-impact research and knowledge exchange initiatives which are helping to not only keep our city great, but have a far reaching global impact.

The education that the University provides prepares students to live and work anywhere in the world, from fast-paced cities to remote rural communities. We have built valuable partnerships with educational organisations worldwide, providing opportunities for students to access the institution's high-quality provision in their own countries. Our collaborations ensure our research has global impact and enables us to support the aims of our partners.

It is central to the ethos of the University that every person in this country, and across the globe, deserves a chance to transform their life and the lives of others through higher education. Students come to London Met when they recognise that they are not prepared to settle for the life and opportunities that were determined for them at birth. Education provides a catalyst for social equality, our provision has changed the lives of so many students and, in doing so, has helped to drive real transformation in this country and beyond.





### Proud to be diverse

Our cosmopolitan diversity is what makes London Met so unique. More than 80% of our students are mature and just under 60% are from Black, Asian or minority ethnic backgrounds. Over 140 different nationalities are represented in our student body. We often refer to our students as having complex lives, many experiencing extreme economic disadvantage, and balancing their studies with caring responsibilities. Our local boroughs have some of the UK's highest deprivation levels. Our Learning and Teaching philosophy is positioned to advance social justice, enabling students to see their identities celebrated in the curriculum, enabling them to develop understanding of different perspectives and to have opportunities to learn about London's complex social challenges.

Since 2002, close to 70,000 students have graduated with London Met degrees, many of whom would otherwise have been unable to benefit from higher education. In short, we ensure our students leave university prepared for employment. Employability is at the heart of our education ethos: 96.7% of all our graduates are in work or further study within six months.

In this next phase of our journey, we will continue to foster a diverse and inclusive community, one which is research-led and creates an even greater impact within London and further afield.

### Advancing Racial Justice

Addressing systemic racism is a top priority for the University's Board and Senior Leadership. Our [Race Equity Strategic Plan](#) sets out our commitment and the action we are taking to advance racial justice. We are looking for talented individuals who reflect our students' lived experience and our values in order to position us as Sector leaders in race equity.

### Learning and Teaching Space

The University recognises the importance of high-quality learning resources and has spent £58million on new and improved facilities over the last five years.

Our rejuvenated campus makes the best use of existing spaces, reflecting its urban setting and better identifying with the University's access mission, providing the opportunity to develop new programmes with equal access to better resources for all students. In 2018 the University celebrated the opening of the Roding building, a £7.8million social learning hub. The University also created a new home for the Students' Union (SU), a vibrant new space for all London Met students to enjoy.



## Transforming lives in London and beyond

Our students have gone on to exciting careers, becoming human rights lawyers, business leaders, social workers, creatives, teachers, architects, politicians, scientists and more.

The University is working hard to ensure that it maintains its impressive graduate employment record, improving continuation rates and overall NSS scores. Much work is being done to reduce the degree-awarding and graduate employment gaps for all underrepresented groups of students at London Met.

Much of our success is down to our practitioners. The teaching is delivered by leading academics and industry experts. They include senior executives bringing valuable experience from blue chip companies in the finance sector and academics who have worked within the IT industry for organisations including British Telecom and The Wellcome Foundation. Our artists, architects and designers have received major awards including the Jerwood Drawing Prize and the RIBA Stirling Prize for Architecture. Many of our staff have extensive experience of working in London schools, the probation service, the BBC and the National Health Service. By supporting social engagement and creating an active campus community, London Met has developed effective, engaged citizens who have contributed to building a better and fairer society.



## Research that makes a difference

London Met's research already makes a difference to some of the most pressing problems facing London and the wider world, signalling its value to practitioners, policy makers, partners, funders and the public. Across the University our academic staff are using innovative methodologies to understand complex issues such as educational inequality, environmentally friendly urban policy, ethical business practices and changing working lives. Researchers are at the heart of urgent debates such as youth violence and crime, and the legalisation of drugs. The Child and Woman Abuse Studies Unit has a long and proud history of researching and challenging violence, working with organisations such as the United Nations and the World Bank, and contributing to the UK's Independent Inquiry into Child Sexual Abuse.

Scientists and health practitioners are helping to address major nutrition and food-related issues that affect populations at local, national and global levels. They are also developing effective interventions to address human diseases and advancing research in biomedicine.

In moving forward from a successful REF submission, London Met shall tap into the full breadth of research funding, through new links across the University and with industrial partners, embedding impact and knowledge exchange throughout all work.



## Our ambition for the future

### Our Mission

By 2025, London Met will be making an even greater significant contribution to our city, socially, culturally, environmentally and economically. We will be recognised locally and internationally for our commitment to lasting social change:

- **Students** will come from local communities and from across the globe. They will have an excellent experience with successful academic outcomes, and the institution will continue to celebrate that it is one of the most diverse, socially inclusive and transformative universities in the UK.
- **Graduates** will go out into the world of work as confident, values-driven and successful individuals, making a positive contribution to society and offering a constant flow of talent to support the global economy.
- **Students and staff** will be passionate about the University and recommend it as a place to study and work, and they will give back to the city and contribute to its success
- **Research** will drive real impact and change in London and beyond, and the work that we undertake with London partners and stakeholders will be at the forefront of initiatives to keep the capital great.
- **Business** will be strong and sustainable. Campuses and facilities will continue to improve, we will be delivering year-on-year surpluses to invest in assets and we will have ensured stewardship for future generations.

This is the academic vision: a University that is centred on the needs of our students. The objectives in the strategic plan are intended to achieve this while remaining sustainable.



## London Met's targets

To hold ourselves accountable to this vision, we have set out a number of 2025 targets and some have already been achieved.

- We will continue to be one of the most socially inclusive universities in the UK.
- Over three-quarters of our staff will recommend our University as a good place to work.
- We will have been awarded Athena SWAN Silver and Race Equality Bronze. We will be in the top 25% of the Stonewall Index and we will be a Disability Confident Leader.
- Over 90% of our students will continue with their studies after their first year of entry.
- We will be the top modern university in London for National Student Survey scores.
- Our graduate-level employment indicators will be ahead of benchmark.
- Over half of our academic staff will be producing internationally excellent and world-leading research, and this figure will be growing year-on-year.
- We will have significantly reduced the degree-awarding gap for Black, Asian and Minority Ethnic students and those coming from areas of high socioeconomic deprivation, as well as the gap relating to Black, Asian and Minority Ethnic progression to highly-skilled employment or further study.
- We will be working with over 250 partners to make a real difference to London.
- We will have over 10,000 students on campus and we will have a strong collaborative partnership network.
- We will have reduced our carbon footprint to be one of the best performing universities in London.
- We will be delivering year-on-year surpluses and we will have significant cash reserves to invest in our University.

Full details of [London Met's Strategic Plan](#) can be found [here](#).





### *London Met's promise to students:*

London Met is a University where the interests of its students drive everything that it does. When someone joins London Met as a student, they will be involved as an active partner in shaping their own learning and future. Through a series of measures that continue to be implemented, London Met will:

- Give students an excellent education: teaching will be led by qualified, energised academic staff delivering up-to date courses. London Met will invest in its facilities and IT systems that are essential to delivering excellent education.
- Prepare students for employment: students will have access to an external or internal accredited placement during their undergraduate degree. Students will be supported in developing the skills (such as networking and interviewing) they will need when looking for a job. London Met can offer excellent careers advice and can support students' business ideas through Accelerator, its specialist business incubator. When part-time or casual posts become available in-house, London Met will make them available to suitably qualified students where appropriate. Any internships offered will be for their own recent graduates.
- Prepare students for life: university is about more than getting a job. Through its active Students' Union and student societies, its vibrant campus life and opportunities for volunteering and social engagement, students have the chance to develop as an individual, to build friendships and social networks, and contribute to making their city a better place.
- Be flexible: London Met knows that its students lead busy lives and that they probably have work or family commitments. The University will be flexible in how it teaches students: every course will have a presence on its virtual learning environment, and it will develop more and more opportunities for students to learn remotely, at times and in locations that suit its students.
- Support students: if students need help in their course or in life outside it, London Met's Peer Assisted Student Success (PASS) mentoring scheme, its counselling service and its teams dealing with funding and disabilities will be there to support them. From the time when a student accepts a London Met offer and when they enrol, they will be introduced to London Met and helped to prepare for life at university.



## *The Role*

As Dean of Students your responsibility is to lead the University's student and academic administrative services, contributing to the development and implementation of the University's mission and strategy. As a member of the University's Senior Management Team reporting to the Deputy Vice-Chancellor (Academic), you will lead on the delivery of high quality student support and administration.

Working alongside the University's academic leadership, you will ensure the effective administration of academic provision, contributing to the key performance metrics of the University particularly continuation and student satisfaction.

You will be responsible for the development and delivery of our student services and the development and implementation of strategy, policy and practice across these services to help achieve our strategic aims including the Student Partnership Agreement.

You will be responsible for academic administration and quality standards.

### *Principal Accountabilities:*

- Act as the institutional strategic lead for the Students' Union working in partnership to identify priorities in support of student success
- Develop and lead on the delivery of plans, systems and processes that enable and deliver sector-leading, integrated and coherent student and academic administration services which are responsive, user-focused and support the University community in a creative, enabling way.
- Provide the senior leadership of the University's Registry and Quality functions, that meets the needs of our students and staff, with oversight of the following key areas:
  - Student records
  - Student systems
  - Student progression and awards
  - Academic Quality
  - Academic Regulations
  - Timetabling
  - Exams and Assessment
  - Student feedback and course enhancement
- Provide academic and student support centrally and through the School Offices, providing the foundations and support mechanisms for our academic communities.
- Ensure that the School Office is at the heart of the academic community and that the needs of our staff and our students are met.
- Use data and evidence-based approaches to improve continuation leading on student engagement monitoring, supporting at risk students, those requiring advice and guidance, and providing timely interventions.
- Act as the strategic lead for the safeguarding of our student community.
- Provide vital support and effective processes to ensure compliance with key legislation such as the Equalities Act with oversight of the following areas:
  - Safeguarding
  - Prevent
  - Student Money and Accommodation

- Counselling, Well-being and Mental Health
  - Disability
  - Academic support
  - Well-being
- Represent the University externally, including promoting the University, as well as liaising and negotiating with a range of partners and stakeholders including the Office for Students.
  - Chair relevant committees and groups.
  - Work cooperatively with colleagues across all areas of the University and peers in the sector.
  - Value the contribution of others and share knowledge and expertise.
  - Promote, maintain and actively encourage equality of opportunity and diversity in respect of both students and staff.

#### *Miscellaneous:*

- Exemplify and promote the values of the University. Have a strong commitment to coaching and developing; working cooperatively with colleagues; valuing the contribution of others and sharing knowledge and expertise.
- Represent the University so as to further the University's interests and secure its wider objectives.
- Carry out all duties in accordance with the University's Equality and Diversity Policy actions and commitments designed to promote and improve equality, diversity and inclusion and protect members of staff or students from harassment.
- Discharge efficiently health and safety responsibilities.
- Discharge duties in respect of the prevention, detection, reporting and investigation of fraud.
- Such other responsibilities as determined by the line manager in consultation with the post holder from time to time.

#### *Contacts:*

The post holder will have wide-ranging contacts across the University and externally, acting as a senior ambassador for the institution with government, local authority and senior external education and professional bodies.

#### *Context:*

This role is set within a modern university in London that recruits students from diverse backgrounds. We are proud of our student body and we are proud to provide opportunities for all, widening access to higher education.

#### *Principal Challenges:*

Our diverse student demographic includes some who live complex lives, who can have complex needs. Our students are often mature and have had time out from learning, ensuring the right support is in place is paramount.

Sector wide regulation and Government direction can also present a challenge to our demographic and to our organisation.

Given the context and these challenges, ensuring the right balance of enabling a successful environment and maintaining academic integrity is paramount.



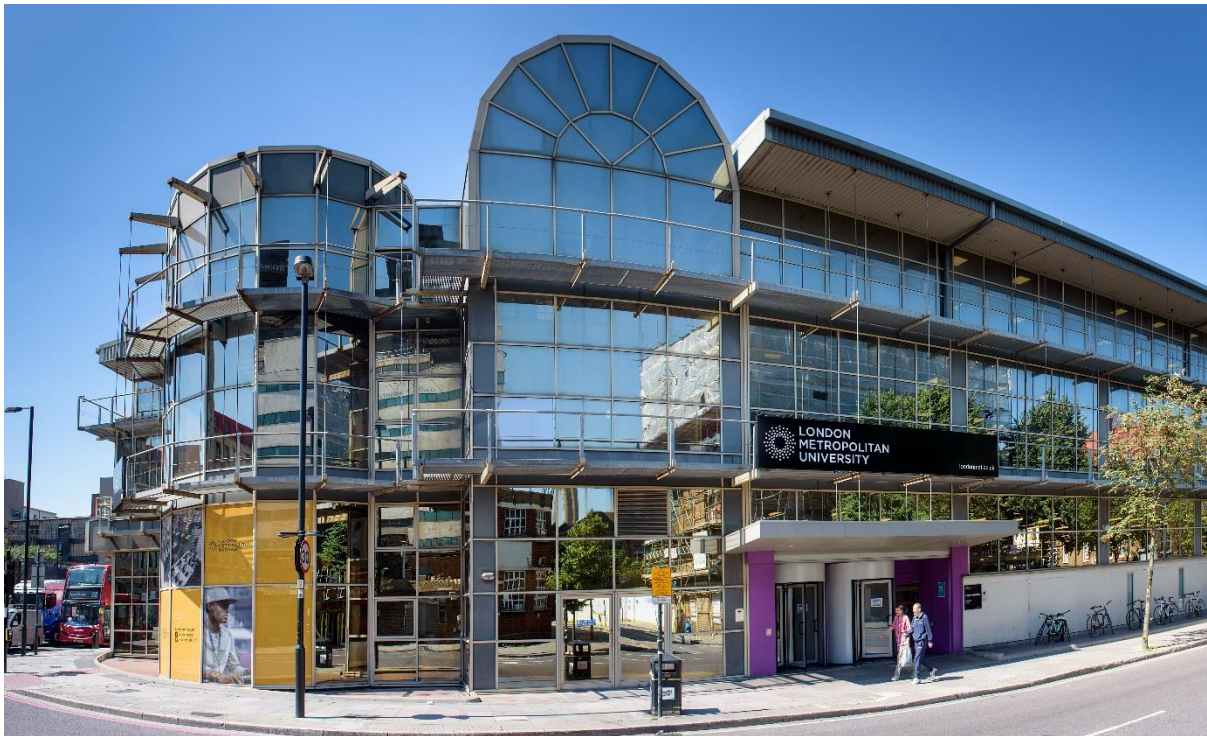


## ***Person Specification***

To be successful in the role you will have:

- A strong commitment to:
  - the University's values, mission and strategic plan;
  - a "coaching and developing" approach when dealing with colleagues and students;
  - working collegially; valuing the contribution of others and sharing knowledge and expertise.
- A proven track record of achievement in a senior level role including:
  - Significant administrative and management experience in a large, complex organisation.
  - Experience of successfully delivering complex transformational programmes with appropriate attention to good governance throughout.
  - Demonstrable success in building successful, cooperative and collaborative relationships and partnerships including experience of working with external agencies.
  - Successful budget, project and HR management.
  - Effective management of high performing and complex teams
  - Substantial experience of enhancing student experience and student outcomes.
- An in-depth knowledge of the Higher Education Sector, including:
  - Working with regulator and key sector agencies such as the QAA and HESA.
  - A good understanding of current policy and trends including with regards to student well-being, continuation and success.
  - Experience of evidence based decision making using university data
- Personal qualities and skills:
  - Ability to develop, implement and deliver on strategy and ensure successful outcomes.
  - Ability to lead, motivate and develop diverse teams and encourage communication in multi-stakeholder environments.
  - Ability to work effectively as part of a senior team, and to hold colleagues to account.
  - Ability to manage limited resources effectively delivering value for money.
  - Numeracy, data analysis and budget management skills.

- Outstanding verbal, written communication and advocacy skills.
- Strong interpersonal and networking skills in relation to internal and external contacts.
- A good influencer who is patient, tactful, respectful, diplomatic, whilst action-orientated and results focused.
- Ability to work under pressure and identify, set and deliver to deadlines.
- High level analytical skills.
- A solution focussed approach to leadership and management.
- Understanding of and commitment to equality of opportunity and anti-racism
- Relevant academic qualifications
- Experience of operating at a senior level.







### How to apply

London Metropolitan University will be supported in this appointment process by the executive search firm Dixon Walter who will support the appointing panel in the discharge of its duties, both to assist in the assessment of candidates against the requirements of the role and to identify the widest possible field of qualified candidates.

For an informal conversation about the role please contact Emma Wilkins at Dixon Walter at [emma@dixonwalter.co.uk](mailto:emma@dixonwalter.co.uk) or on 07741 875289.

**Closing date for applications:** midday Friday, 29<sup>th</sup> July 2022

**Longlist interviews:** 10<sup>th</sup> and 11<sup>th</sup> August

**Final Interview Process:** Tuesday 30<sup>th</sup> August and Thursday 1<sup>st</sup> September

Applications should consist of a curriculum vitae and covering letter addressing the requirements of the role. All applicants are additionally asked to submit an equality and diversity statement of up to one page, articulating how you will contribute to making our university more inclusive and what you have previously done to advance equality.

For further information and details of how to apply please visit:  
<https://www.dixonwalter.co.uk/opportunities/dean-of-students-lmu/>

The final appointment will be made subject to satisfactory references. A Professorial appointment may be available for a candidate that meets the University criteria.

As part of our continued registration with the Office for Students (OfS), the successful candidate will be asked to complete the fit and proper persons declaration.

Read more about our diverse community and our commitments to inclusion and equality [here](#) and read about the benefits of working here on our [Information for Applicants page](#).

More information about the use of personal information provided by candidates to London Metropolitan University is available [here](#).