Job Description

Position:	Head of Student Support and Wellbeing
School/Service:	Directorate Student Services and Experience
Reference:	SSE-084P
Grade:	Grade 9
Status:	Permanent
Hours:	Full-Time (36.25 hours per week). Usual hours 8.45am–5.00pm, Monday to Friday, with some flexible working required.
Reporting to:	Director of Student Services and Experience
Responsible for:	Student Services, (including International Student Support, Student financial support, Student Experience Student Mental Health & Wellbeing Services, Disability Service) Reception and Chaplaincy

Main Function of the Position:

- Provide strategic leadership for high-quality, holistic student support that enhances the student experience, continuation and retention.
- Lead and manage Student Support & Wellbeing functions, working collaboratively across the University and with external partners.
- Line-manage senior colleagues (Student Services Manager and Student Mental Health & Wellbeing Manager) to ensure high performance and service excellence.
- Act as the University's Safeguarding Officer and Prevent Coordinator, ensuring operational compliance, appropriate risk management, accurate reporting and policy implementation.
- Ensure services meet regulatory requirements and sector best practice (OfS, Ofsted, Prevent, UKCISA).
- Drive continuous improvement of systems, policies and processes to deliver efficient, student-centred services.
- Deputise for the Director of Student Services and Experience, including oversight of the Library Service when required.

Principal Duties and Responsibilities:

Strategic Leadership & Service Delivery

1. Provide strategic leadership and management oversight of Student Support & Wellbeing operations, ensuring inclusive, high-quality, student-centred services.

2. Lead, coach and manage senior staff (Student Services Manager and Student Mental Health & Wellbeing Manager), ensuring effective service delivery, performance management and alignment with strategic goals.
3. Act as Safeguarding Officer and Prevent Coordinator, coordinating responses, assessing risk, making referrals and ensuring statutory compliance.
4. Implement joined up student support pathways across wellbeing, disability, international student support to ensure students receive timely and coordinated student support.
5. Oversee support for international students, including induction, orientation, attendance monitoring and financial support, ensuring UKVI compliance and streamlined processes.
6. Maintain oversight of Student Mental Health & Wellbeing Services, ensuring appropriate staffing, monitoring waiting times, identifying service gaps and risk and ensuring timely access to support.

Inclusion, Collaboration & Student Success

6. Champion equality, diversity and inclusion, developing targeted initiatives for underrepresented groups and representing services on relevant committees.
7. Collaborate with academic and professional services colleagues, senior leaders and the Students' Union to support a whole-institution approach to wellbeing, retention and success.
8. Lead service evaluation and data-informed decision-making, reporting to internal and external stakeholders (Executive Board, Governors, OfS, Ofsted).

Policy, Quality & Compliance

9. Manage departmental budgets, ensuring value for money and alignment with strategic priorities (including oversight of the student support fund and disability premium fund)
10. Develop guidance for staff supporting students and lead the development and review of policies and procedures to ensure clarity, compliance and effective practice.
11. Lead Student Support & Wellbeing contributions to the Access and Participation Plan (APP), overseeing evaluation and impact measurement (including TASO frameworks).
12. Oversee development and implementation of policies and procedures to ensure compliance with legislation, institutional priorities and sector requirements.

People, Partnerships & Planning

13. Recruit, train, develop and appraise staff, ensuring clarity of purpose, strong performance and effective operations.
14. Build and maintain external operational partnerships to enhance support for students and raise the profile of university services.

15. Work with the Director of Student Services & Experience to develop annual operational plans and local strategies that respond to legislation, sector practice and emerging student needs.

16. Promote co-creation and student voice, embedding Students as Partners principles in service planning and delivery.

17. Use data, evaluation, and student feedback to monitor service effectiveness, identify areas for improvement and inform local operational planning.

18. Represent the Directorate on committees and groups and deputise for the Director as required.

19. Ensure robust systems, processes and resources are in place for effective delivery of services and strategic projects.

20. To build and maintain partnerships with external organisations to enhance support for students and raise the profile of the University's student services

Professionalism, Safety & Compliance

20. Commit to ongoing professional development and engagement with sector networks.

21. Work flexibly, including evenings and weekends during peak periods or in response to crises or safeguarding matters.

22. From time to time undertake other such duties as may be required by the Director of Student Services & Experience, consistent with the responsibilities and grading of the role.

23. The University is committed to upholding academic freedom and freedom of speech within the law. We support open and respectful debate, the exchange of ideas, and the right of staff and students to question, test, and advance knowledge without constraint, while recognising the responsibility to exercise these freedoms in a way that respects the rights of others.

24. Ensure a safe working environment and abide by the University health and safety policies and practise and to always observe the University's Equal Opportunities policy and Dignity and Work policy.

25. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements

26. Demonstrate awareness of environmental and sustainability issues and support the University's sustainability strategy.

Note:

This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary, update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

Please note that this appointment may be subject to Disclosure and Barring Clearance

Person Specification

Position:	Head of Student Support & Wellbeing	**Reference:**	SSE-084P
School/Service:	Student Services and Experience		

Criteria	Priority (1/2)	**Method of Assessment**
1 Qualifications		
1 a) Honours degree	Priority 1	Application Form/ Documentation
1 b) Safeguarding Adults and Children level 3 or higher qualification	Priority 1	Application Form/ Documentation
1 c) Higher degree and/or equivalent HE student support experience	Priority 2	Application Form/ Documentation
1 d) Postgraduate qualification or equivalent experience; relevant professional qualification or sustained CPD	Priority 2	Application Form/ Documentation
1 e) AMOSSHE membership	Priority 2	Application Form/ Documentation
2 Skills / Knowledge		
2 a) Competent in Microsoft Office, data systems and understanding of digital systems supporting the student journey.	Priority 1	Application Form/Interview
2 b) Expert safeguarding and Prevent knowledge, including managing complex cases.	Priority 1	Application Form/ Interview
2c) Strong understanding of widening participation, APP, OfS regulations, and relevant legislation.	Priority 1	Application Form/Interview
2d) Excellent communication, interpersonal and influencing skills	Priority 1	Application Form/Interview
2 e) Ability to lead strategic and operational planning, deliver service improvements, and manage resources effectively.	Priority 1	Application Form/Interview
2 f) Confident using and interpreting data to inform decisions.	Priority 1	Application Form/Interview
2 g) Demonstrated leadership and crisis-management skills	Priority 1	Application Form/Interview
3 Experience		
3 a) Leading services through transformation and change while maintaining quality	Priority 1	Application Form/Interview/ Assessment
3 b) Managing complex safeguarding cases as Safeguarding Officer/Deputy	Priority 1	Application Form/ Interview
3 c) Financial and resource management, including departmental budget oversight and monitoring	Priority 1	Application Form/Interview
3 d) Managing multi-disciplinary teams in HE/FE	Priority 1	Application Form/Interview

3 e) Leading or contributing to strategically significant projects	Priority 1	Application Form/Interview
3 f) Leading strategic reviews and driving change to improve the student experience	Priority 1	Application Form/Interview
3 g) Extensive experience managing diverse student support services	Priority 1	Application Form/Interview
4 Personal Qualities		
4 a) Proactive, Self-motivated and inspiring	Priority 1	Interview
4 b) Highly organised; able to manage competing priorities and deadlines	Priority 1	Interview
4 c) Calm, resilient, and effective under pressure.	Priority 1	Interview
4 d) Strong people-management skills and commitment to continuous improvement.	Priority 1	Interview
4 e) Inclusive, sensitive to diverse needs, and supportive of others.	Priority 1	Interview
4 f) Able to manage multiple projects and meet targets	Priority 1	Interview/Assessment
4 g) Digitally confident with understanding of systems supporting the student journey.	Priority 1	Interview
5 Other		
5 a) Commitment to ongoing professional development	Priority 1	Interview
5 b) Awareness of the principles of the Data Protection Act, Health and Safety, UKVI, Freedom of Information Act, Prevent and Bribery Act	Priority 1	Interview
5 c) Commitment to the University's policy on equal opportunities and Diversity	Priority 1	Interview
5 d) Willingness to work flexibly, including evenings/weekends when required	Priority 1	Interview

Note:
1**. Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if require.