

## **Job Description**

<b>Position:</b>	Student Mental Health & Wellbeing Manager
<b>School/Service:</b>	Directorate of Student Services and Experience
<b>Reference:</b>	0187-26
<b>Grade:</b>	Grade 8
<b>Status:</b>	Permanent
<b>Hours:</b>	Full-Time (36.25 hours per week). Usual hours 8.45am–5.00pm, Monday to Friday, with some flexible working required.
<b>Responsible to:</b>	Head Student Support & Wellbeing
<b>Responsible for:</b>	Student Mental Health & Wellbeing Service and Disability & Inclusion Service

### **Main Function of the Role**

- The Student Mental Health & Wellbeing Manager provides operational leadership for the mental health, wellbeing and disability services, ensuring high-quality, student-centred support that enhances student safety, continuation and success.
- The post holder will lead multi-disciplinary teams, oversees clinical and disability support pathways, ensures compliance with professional and statutory frameworks, and contributes to the delivery of the University's Student Mental Health & Wellbeing agenda.
- To effectively lead and manage a dynamic fast paced multi-disciplinary service and take the lead on student wellbeing strategic developments and partnerships.
- The role also acts as Deputy Safeguarding Officer and Deputy Prevent Coordinator, supporting safeguarding referrals, PREVENT reporting, preparation of reports and supporting audits and inspections.
- Deputise for the Head of Student Support & Wellbeing in their absence.

### **Principal Duties and Responsibilities**

#### **Operational Leadership & Service Delivery**

1. Provide leadership and management oversight of the Student Mental Health & Wellbeing and Disability Services, ensuring high-quality, inclusive and compliant service delivery.
2. Oversee the University's Student Mental Health & Wellbeing Strategy and support delivery of the Suicide Prevention & Response Strategy and the University Mental Health Charter, and any other relevant policies and procedures.

3. Ensure staff work within appropriate professional frameworks (e.g., BACP, BABCP) and maintain high standards of clinical and disability practice.
4. Oversee the provision of high-quality information, advice and guidance to prospective and current students, and to staff supporting students.
5. Manage service performance, caseload throughput, waiting times and risk-based prioritisation, ensuring timely access to appropriate support.
6. Lead service innovation, digital development and continuous improvement, including implementation of new clinical MIS systems and online support platforms.

### **Inclusion, Collaboration & Student Success**

7. Provide expert advice to staff on student mental health, disability, safeguarding and equality legislation, ensuring best practice and legal compliance.
8. Collaborate with academic and professional services colleagues to support a whole-institution approach to wellbeing, inclusion and student success.
9. Represent the University in regional and national networks, including Greater Manchester Universities Mental Health groups and local suicide prevention partnerships.
10. Contribute to Access & Participation Plan (APP) priorities through evaluation, impact measurement and targeted interventions.

### **Policy, Quality & Compliance**

11. Develop and maintain policies, procedures and strategic papers relating to wellbeing, disability, safeguarding and service delivery.
12. Ensure robust record-keeping, data governance, GDPR compliance and high-quality case notes across all teams.
13. Respond to complaints, incidents and service risks, ensuring appropriate escalation and resolution.
14. Manage the University's response to students in crisis, including suicide ideation, and coordinate post-incident support following a student death.

### **People, Partnerships & Planning**

15. Line-manage the Senior Wellbeing Coordinator, Senior Safeguarding Coordinator, Senior Disability & Inclusion Coordinator, the Mental health Advisors and Counselling team, ensuring effective performance management, supervision and staff development.
16. Manage rotas and staffing to ensure safe service coverage, including crisis response capacity.
17. Build and maintain partnerships with external agencies (NHS, social care, police, third sector) to support complex cases and risk management.

18. Work with the Director of Student Services & Experience and the Head of Student Support & Wellbeing to improve practice, minimise risk and develop new student support initiatives.

### **Professionalism, Safety & Compliance**

19. Act as Deputy Safeguarding Officer and Deputy Prevent Coordinator supporting referrals, reporting and staff training.

20. Ensure safe working environments and adherence to Health & Safety, Equality, Dignity at Work and data protection policies.

21. Maintain confidentiality and uphold the University's duty of care.

22. Work flexibly, including evenings/weekends during peak periods or crises.

23. Engage in ongoing professional development and sector networks.

### **General Responsibilities**

- Deal competently and sensitively with stakeholders who may be distressed or demanding, maintaining confidentiality in line with GDPR.
- Ensure a safe working environment and uphold University policies including Health & Safety, Equality, Diversity & Inclusion and Dignity at Work.
- Ensure the integrity and confidentiality of data in line with statutory and corporate requirements.
- Demonstrate awareness of environmental and sustainability issues and support the University's associated strategy.
- Undertake any other duties commensurate with the role.

**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

<b>Position:</b> Student Mental Health & Wellbeing Manager		<b>Reference:</b> 0187-26	
<b>School/Service:</b> Student Services & Experience		<b>Priority (1/2)</b>	<b>Method of Assessment</b>
<b>Criteria</b>			
<b>1 Qualifications</b>			
1 a) Degree in psychology, counselling, mental health nursing, disability in education, or equivalent HE experience	Priority 1	Application Form/Documentation	
1 b) Safeguarding Adults & Children Level 3 (or willingness to Achieve within 3 months)	Priority 1	Application Form/Documentation	
1c) Level 5 Management qualification (or willingness to work towards)	Priority 2	Application Form/Documentation	
1 d) Postgraduate Counselling/CBT qualification with BACP/BABCP accreditation or equivalent knowledge	Priority 2	Application Form/Documentation	
<b>2 Skills / Knowledge</b>			
2 a) Strong interpersonal, influencing and relationship-building skills	Priority 1	Application Form/Interview	
2 b) Ability to develop and implement operational plans and business processes	Priority 1	Application Form/Interview	
2 c) Analytical and problem-solving skills for managing risk and complex cases	Priority 1	Application Form/Interview	
2 d) Ability to analyse and interpret data to evaluate impact	Priority 1	Application Form/Interview	
2 e) Understanding of external factors influencing service provision	Priority 1	Application Form/Interview/	
2 f) High competence in data analysis and reporting to senior Stakeholders	Priority 1	Application Form/Interview	
2g) Knowledge of Safeguarding and Disability legislation and practice	Priority 1	Application Form/Interview/Assessment	
2 h) High competence in IT systems and digital service development	Priority 1	Application Form/Interview	
<b>3 Experience</b>			
3 a) Developing and improving systems and procedures	Priority 1	Application Form/Interview	
3 b) Experience managing complex enquiries, complaints or sensitive student issues	Priority 1	Application Form/Interview	
3 c) Significant experience working in a student-facing support, engagement, or wellbeing environment within Higher Education/or other educational setting	Priority 1	Application Form/Interview	
3 d) Leading service improvements and change	Priority 1	Application Form/Interview	
3 e) Significant experience of clinical frameworks and managing clinical risk processes	Priority 1	Application Form/Interview	
3 f) Managing multi-disciplinary teams across multiple locations	Priority 1	Application Form/Interview	

3g) Significant experience leading diverse student support services in HE/other educational institution	Priority 1	Application Form/Interview
<b>4 Personal Qualities</b>		
4 a) Calm, resilient and ability to work calmly under pressure	Priority 1	Interview
4 b) Excellent interpersonal and communication skills, with the ability to engage diverse student groups and stakeholders.	Priority 1	Interview
4 c) Commitment to continuous improvement and creative ways of working	Priority 1	Interview
4 d) Student-centred approach with a commitment to enhancing belonging, engagement and success	Priority 1	Interview
4 e) Highly organised and able to manage competing priorities and deadlines.	Priority 1	Interview
4 f) Able to manage multiple projects and meet targets.	Priority 1	Interview
<b>5 Other</b>		
5 a) Able to work flexibly and remotely and undertake travel to meet the needs of the role and service	Priority 1	Interview
5 b) Awareness of the principles of the Data Protection Act, Health and Safety, 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

**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 required.