Head of Student Support – Advice and Frontline Support Services

<table>
<thead>
<tr>
<th>Job Reference:</th>
<th>8177</th>
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<tbody>
<tr>
<td>Department:</td>
<td>Student Experience Directorate</td>
</tr>
<tr>
<td>Grade/ Salary:</td>
<td>Grade 8 (£44,084 - £50,594)</td>
</tr>
<tr>
<td>Contract Type:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Hours:</td>
<td>Full time</td>
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<tr>
<td>Location:</td>
<td>New Cross, London</td>
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Closing date for applications: 9 January 2018
Interviews: 23 January 2018

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We’re looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.
Goldsmiths, University of London, is proud of its reputation for innovative and challenging thinking across its wide range of disciplines. One of its major strengths is its interdisciplinary ethos - the way in which departments, centres and units interrelate to offer new perspectives and insights.

Goldsmiths aims to be a true ‘Learning Organisation’. Staff are encouraged to be ambitious, committed to the learning and development of themselves and others, keen to work across conventional boundaries, and driven by the desire to play their part in the delivery of an excellent student and staff experience.

The Professional Services play a key role in delivering Goldsmiths’ Strategic Plan, which rests upon four pillars – knowledge production, student experience, London and the World, and financial sustainability. Professional Services support knowledge production through a framework of professional support to the academic departments, enhancing the staff experience and supporting the research endeavours that have impact all over the world; enhance the student experience through co-curriculum activities and direct services that offer (for example) pastoral, wellbeing and financial support; help ensure that the Goldsmiths’ community is well placed to serve and contribute locally in London and across the world, through a communication strategy supported by professionals who can relay the Goldsmiths mission to prospective and current students, our alumni, and to prospective staff; and, through all of these activities, combined with a focus on highly effective ways of working, contribute to Goldsmiths’ long-term financial sustainability.

Goldsmiths’ Professional Services work collaboratively with each other and with academic colleagues and the Students’ Union to deliver effective systems, processes
and staff development opportunities to serve the College to the highest professional standards and ensure it has the support structures and systems in place to thrive.

The Directorate

The student experience is at the centre of everything we do here at Goldsmiths. Whether it be through our research inspired teaching, an ever innovative curriculum or vibrant extracurricular and support offering, we have an unshakeable commitment to improving the experience of our diverse population.

The Student Experience Directorate is the part of Goldsmiths Professional Services that leads on the development and provision of outstanding student facing services. The directorate is responsible for ensuring that every student at Goldsmiths has an excellent student experience.

The Directorate is made up of five areas:

1. Student Recruitment
2. Student Administration
3. Student Support Services (the department that this role sits within)
4. Library Services
5. Careers & Employability

Working collaboratively the directorate aims to attract the best talent possible to Goldsmiths, to steward them through from enquiry to application and enrolment, and the subsequently into their student experience and to support them to be successful students and graduates. The team coordinates a full suite of co-curricular activities in order to develop and support our students and works in partnership with our academic departments.
Organisation Chart

The Department

The Student Support Services department is the area that is responsible for delivering the institution-wide services that provide support for Goldsmiths students during their time at the institution. Through the effective delivery of a number of core frontline services it is critical to providing an enhanced student experience and contributes to the achievement of the Vision, Mission and Strategic plan for Goldsmiths.

Student Support Services comprises the following services:

- Accommodation Services (including Residence Life and Campus Support Team);
• Student Support:
  ▪ Student Advice and Frontline Support Services (which is the role advertised)
  ▪ Wellbeing, Counselling, Disability and Chaplaincy Services

The Role

This is a new key role for the University and the role-holder will have responsibility for delivering, Frontline Support Services, Student Advice and will be one of the lead roles in the delivery of the Central Welcome, Orientation and Induction programme for new students.

Services that deliver an outstanding Student Experience that is inclusive and engaging for our staff and students and in line with the University’s Vision and Strategic Plan.

The role will further develop the systems and processes which contribute to a high quality Student Experience and will lead and build strong, positive and collaborative working relationships with their teams, other managers within professional services and key stakeholders.

Reporting to

This role reports to: Associate Director, Student Support Services
Responsible for: Student Advice Teams, Frontline Support Services (Student Centre & Wellbeing Hub)

Generic Duties:

• To lead and provide operations management of the core front line services and advice teams.

• To promote the activity of the Service teams by working across Student Support Services, the Student Experience Directorate, professional service
departments, academic departments, the Student’s Union and external stakeholders;

- To progress action and follow up of student conduct issues working collaboratively across Professional and Academic departments following prescribed policies and procedures;

- To undertake service performance monitoring and measurement of service delivery;

- To develop a collaborative and inclusive culture to engage all staff and students;

- To manage, monitor and develop budgets for the section including oversight of the Colleges discretionary funding available to students;

- Contribute to the ongoing planning and implementation of excellent services for the enhancement of the Student Experience at Goldsmiths;

- To carry out Performance Development Reviews of line-managed staff, ensuring that staff understand their contribution to the University Strategic Plan so that staff are able to develop their skills and improve their performance;

- Be committed to personal professional development, to ensure the highest quality of service to students;

- To support and contribute to the delivery of the Student Experience frontline services including attendance at events including Open Days, Ceremonies, Corporate Events;

- To be an active member of relevant professional bodies and to participate actively in professional networks, including NASMA, AMOSSHE and other organisations in order to raise the profile of Student Support Services at Goldsmiths and to share and learn from best practice across the sector;
• You will be required to undertake any other duties as may reasonably be required including providing telephone support and attendance on campus if required out of hours (as part of the Student Experience response team);

• At all times to carry out your responsibilities with due regard to the College’s policies and procure;

• At all times to help maintain a safe working environment by attending training as necessary and following the College’s health and safety codes of practice and policy.

Specific Duties:

• To ensure frontline support services are operational during advertised hours and professional and customer focused at all times;

• Provide effective professional leadership and management of the Student Advice and Frontline Support teams, including planning and managing allocated budget/s to ensure best value for money; determining and evaluating individual priorities and developing integrated operational plans;

• To work across the Student Experience Directorate, in conjunction with the Student Engagement team and in collaboration with Goldsmiths Students’ Union to develop high quality student communications collateral and develop an annual plan of student campaigns designed to engage students fully with university life;

• Responsible for ensuring that core front line services are meeting demand and expectation and are delivered with an excellent level of care and professionalism including responding to student crisis;
To oversee the development and delivery of a general student advice function covering areas such as funding, finance, accommodation and consumer rights;

To support the development of IT and telephony systems designed to better support students and to track attendance, engagement and success;

Working in partnership with the Head of Student Support develop and assist in the delivery of a programme of proactive student engagement activities in collaboration with colleagues across the College in order to enhance our student’s experience and support the physical, mental and spiritual wellbeing of students;

To be responsible for the coordination and delivery of the Student Support Service teams working in collaboration with colleagues to deliver a comprehensive central Welcome, Orientation and Induction programme for all students and to areas to support academic departments in the development of their induction provision;

To progress action and follow up of student conduct issues working collaboratively across Professional and Academic departments following prescribed policies and procedures;

To provide regular reports on performance of the service functions and engagement for the Associate Director, Student Support Services, University Committees, including preparation of quantitative and qualitative data;

To act as one of the Designated Safeguarding Officers for the University;

To deputise for the Associate Director, Student Support Services within the Triage Team responding to Sexual Harassment and Violence reports received within the University;
• To be participate alongside key members in the Student Experience Directorate in Goldsmiths’ Out of Hours Duty Manager on call system;

• To be a member of committees of the University as required including taking the role of Secretary to key student facing committees;

• Commission the evaluation and impact analysis of student facing interventions;

• To respond to Data Subject Requests and Freedom of Information requests coming through the Legal and Governance department in relation to student advice and Support Services ensuring information is accurate and responses are provided within the required timescale;

• To lead and develop business continuity plans to enable business operations to be maintained following the failure of, or damage to, vital services or facilities;

• To develop close and effective working relationships with other teams and departments;

• To work with key stakeholders and the community to facilitate and promote the Service as a Hate Crime Reporting Centre, including extending and building our links with our local communities;

• In addition you will be required to undertake any other duties as may reasonably be required;

• At all times to carry out your responsibilities with due regard to the College Code on Equality and Diversity / Dignity at Work Policy;

• At all times to help maintain a safe working environment by attending as necessary and following the College’s Health and Safety Codes of Practice and Policy
Further information

- Candidates will be short listed on the basis of their letter of application/CV and how it addresses the skills and experiences detailed in the person specification above;

- Responses should concisely detail how and when this experience was gained, and be illustrated with demonstrable evidence of achievement against each element;

- Please note: applications which do not address the above criteria will not be considered;

- Short listed applicants will be interviewed and asked to make a presentation to a panel. Further information will be provided to those short listed candidates invited to interview.
Person Specification

Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with this criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be invited to interview. The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

<table>
<thead>
<tr>
<th>Essential Criteria 1 – Qualifications</th>
<th>Category</th>
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<tbody>
<tr>
<td>A bachelors degree or equivalent</td>
<td>A, C</td>
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<tr>
<td>Relevant professional qualification</td>
<td>A, C</td>
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<table>
<thead>
<tr>
<th>Desirable Criteria 1 – Qualifications</th>
<th>Category</th>
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<tbody>
<tr>
<td>Experience of using coaching to optimise performance</td>
<td>A, I, R</td>
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<tr>
<th>Essential Criteria 2 – Experience</th>
<th>Category</th>
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<tr>
<td>Proven experience in core management competencies including leadership, staffing and performance management, managing and motivating staff, leading change management, short and long term planning</td>
<td>A, I, R</td>
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<tr>
<td>Experience of delivering student facing services,</td>
<td>A, I, R</td>
</tr>
<tr>
<td>Experience of using data to develop services and activities for students</td>
<td>A, I, R</td>
</tr>
<tr>
<td>Experience of using student feedback to develop services or engagement provision</td>
<td>A, I, R</td>
</tr>
<tr>
<td>Experience of developing engaging student focused content for use in communications campaigns</td>
<td>A, I, R</td>
</tr>
<tr>
<td>Experience of developing IT systems</td>
<td>A, I, R</td>
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<tr>
<td>Experience of the working in and/or with academic departments</td>
<td>A, I, R</td>
</tr>
<tr>
<td>Experience of developing and introducing innovations to processes and services to improve customer experience and/or service efficiency</td>
<td>A, I, R, T</td>
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<td>Demonstrable experience of preparing and managing budgets</td>
<td>A, I, R</td>
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**Desirable Criteria 2 – Experience**

| Experience of coordinating student voice programmes or student representation schemes | A, I, R |
| Experience of delivering large-scale events | A, I, R |
| Experience of measuring and delivering student engagement using tools such as the HEA Framework for student engagement through partnership | A, I, R |

**Essential Criteria 3 – Knowledge**

| Knowledge and understanding of current issues relating to the provision of modern, user-focused student facing services | A, I, R |
| Detailed knowledge of the UK Quality Code (especially Chapter B5) and the implications for institutional engagement programmes | A, I, R |

**Essential Criteria 4 – Skills**

| An excellent communicator, including written skills and confident public speaking and presentation skills. You will be outgoing and experienced in engaging with a variety of audiences, of clearly setting and managing expectations and be able to handle sensitive information in a diplomatic manner | A, I, R, T |
| Excellent interpersonal skills in order to engage and gain the respect of colleagues, at all levels, whose roles and background may not be attuned to student engagement in order to advise them and/or secure their support and cooperation | I, R |
| Familiar with the use and development of computer systems, including intermediate PC based Microsoft Word, Excel and Access and the ability to be self-serving with regard to day-to-day administration | A, R |

**Additional Attributes**

| A commitment to professionalism and the delivery of high service and client satisfaction levels, both internally and externally | A, I, R |
A proven ability to deal with a varied and complex workload, including the ability to organise your own workload, prioritising a variety of tasks while working under pressure and to strict deadlines. You will have the ability to work independently and as a committed team member

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on the first day of appointment.

For more information about the role, please contact Sue Tarhan, e-mail: s.tarhan@gold.ac.uk
Summary of Benefits

If you choose to work with us, you’ll become part of a learning organisation that is committed to professional and personal development, with a comprehensive and innovative staff development programme.

You’ll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme
- Access to exclusive discounts, including high street retailers
- Maternity, paternity and adoption leave and pay and tax efficient childcare voucher scheme
- Contractual sick pay provision
- Free eye tests
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site dining facilities and gym
- Access to University of London facilities such as Senate House Library

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about.

We can supply information in alternative formats for people with a visual impairment or dyslexia. For this please contact hr@gold.ac.uk, or visit www.gold.ac.uk/hr.

Thank you for your interest in working with us, we wish you all the best with your application.

14 Goldsmiths, University of London, New Cross, London, SE14 6NW