Deputy Head Disability and Wellbeing

<table>
<thead>
<tr>
<th>Job Reference:</th>
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<tbody>
<tr>
<td>Department:</td>
<td>Student Support Services (Student Experience Directorate)</td>
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<tr>
<td>Grade/ Salary:</td>
<td>Grade 8, £45,279.53 - £51,919.89</td>
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<tr>
<td>Contract Type:</td>
<td>Permanent</td>
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<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: **Tuesday 25th March 2019**
Interviews: **Week commencing 1 April 2019**

Goldsmiths

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.

We are happy to supply information in alternative formats for disabled applicants. Please contact hr@gold.ac.uk to make your request.
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 [where this role sits]
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.

The Department

The Student Support Services Department comprises Student Advice and Wellbeing and Accommodation Services, and provides advice and support throughout the student journey.
Together we enable student engagement and satisfaction, contribute to the success of our academic departments, and directly support the four pillars of Goldsmiths Strategic Plan. We give students a warm welcome, vital support and advice, the opportunity to complement their academic learning with co-curricular activities and employability opportunities.

Student Support Services works alongside, and in support of, Goldsmiths academic departments and all other professional services, to enable every student to thrive at Goldsmiths, and to make sure they can engage with the College, the wider community and their peers.

Find out more: www.gold.ac.uk/students

Job description

Reporting to: Head of Student Support, Disability, Wellbeing, Counselling and Chaplaincy
Reports: Wellbeing and Disability Services.

Summary:
We are seeking an experienced Wellbeing and Disability professional to join the Student Support Services team at Goldsmiths as the Deputy Head of Disability and Wellbeing. The role holder will have responsibility for the management and operations of a team of Disability and wellbeing professionals and contribute towards wider wellbeing initiatives. The role holder will deputise for and assist the Head of Student Support in delivering a high standard service that is legislatively compliant and seeks a continuous improvement approach both from a staff and student perspective.

Main duties:
• To deputise for the Head of Student Support Services as directed by the Associate Director of Student Support Services or the Head of Student Support Services
• To act as line manager for the Disability and Wellbeing teams ensuring delivery of services;
• To contribute to, and implement the college’s strategic aims in areas such as mental health, inclusive practise and disability operationally within the Wellbeing and Disability Services;
• Effectively manage and monitor delegated budgets for the Student Support Services as outlined by the Head of Student Support Services;
• To develop, motivate and build resilient teams managing all direct line reports, setting individual objectives and managing performance to achieve set team objectives and targets;
• To carry out Performance Development Reviews of staff which the role line manages, ensuring that staff understand their contribution to the department, Student Experience Directorate and to the University Strategic Plan, and so that they are able to develop their skills and improve their performance;
• Ensure that the teams effectively utilise technology to administer and manage casework and that service-based systems are integrated with university systems with appropriate safeguards for confidentiality and regulatory obligations;
• To assist the Head of Student Support to work alongside and liaise with professional services and academic departments to ensure an appropriate response to students support needs;
• To ensure disabled students have access to reasonable adjustments in line with relevant college and legislative requirements;
• To ensure that students are supported to apply for the Disabled Students Allowance when appropriate to fund support and accommodation;
• To have oversight of the Fitness to Study requests including the review and action of return to study and acting as chair as directed by the Head of Student Support;
• Setting up and monitoring of Service levels both internally between professional service areas and externally where appropriate and to monitor and analyse patterns to improve service delivery and ensure value for money;
• Ensuring services are delivered promptly and to the required professional service standards;
• To assist the Head of Student Support to respond to Freedom of Information Requests, Subject Access Requests, Student complaints ensuring information is accurate and responses are provided within the required timescales;
• To support the Head of Student Support in the preparation of information on the Disability and Wellbeing Service’s performance including preparation of quantitative and qualitative data as agreed with the Head;
• To assist the Head of Student Support to ensure oversight and the implementation of Goldsmiths’ regulations, policies and procedures within the Disability and Wellbeing teams;
• To represent Goldsmiths and Student Support Services at external conferences and meetings as required by the Head of Student Support Services, and to develop networks and working relationships with counterparts within the HE sector;
• To support and contribute to the delivery of on campus events including: Welcome Week, International Orientation, Open Days, Graduation Ceremonies and some other events, that may involve occasional weekend working;
• To be an active member of relevant professional bodies and to participate actively in professional networks, including AMOSSHE, NADP and other organisations in order to raise the profile of Student Engagement at Goldsmiths and to share and learn from best practice across the sector;
• To manage the preparation of publications and on-line information specifically for disabled students to ensure that staff, students, prospective students and other parties are able to access up to date and detailed information about Goldsmiths support and provision for disabled students;
• Contribute to the ongoing planning and implementation of excellent services for the enhancement of the student experience at Goldsmiths;
• Be committed to personal professional development, to ensure highest quality of service to students;
• Contribute to excellent communication between Student Support Services and other teams within the Student Experience Directorate;
• Contribute to team work to ensure business continuity within the team following the failure of, or damage to, vital services or facilities;
• To promote the activity of Student Support Services by working across the Student Experience Directorate, professional service departments, academic departments, the Students’ Union and external stakeholders. This may include leading on specific projects, providing specialist advice to inform college decisions and producing reports and participation in institutional working groups;
• As part of the role it is a requirement to participate alongside key members in the Student Experience Directorate in Goldsmiths’ Out of Hours Duty Manager on call system. This is operated between 17:30 - 08:30 Monday to Fri and 24/7 at the weekends, on a rota basis. This may include attending the campus if necessary;
• You will be required to undertake any other duties as may reasonably be required;
• Ensure that you are aware of and aligned with Goldsmiths’ Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity;
At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths’ Health and Safety Codes of Practice and Policy.
**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:

- **A** = Application form
- **C** = Certificate
- **I** = Interview
- **R** = Reference
- **T** = Test  / **P** = Presentation

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<thead>
<tr>
<th>Essential Criteria 1 - Qualifications</th>
<th>Category</th>
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<tbody>
<tr>
<td>Educated to degree level or equivalent</td>
<td>A,</td>
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<tr>
<th>Desirable Criteria 1 - Qualifications</th>
<th>Category</th>
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<td>Experience in counselling, clinical psychology, social work, mental health nursing, therapeutic coaching or equivalent.</td>
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<td>Relevant professional qualification in disability</td>
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<tr>
<th>Essential Criteria 2 - Experience</th>
<th>Category</th>
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<td>Proven experience in core management competencies including 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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<td>Significant experience of working with students/clients experiencing issues of ill health, including mental distress</td>
<td>A, I, R, P</td>
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<td>Significant experience in the assessment of individuals to determine appropriate support and identify any risk of harm to self or others</td>
<td>A, I, R, P</td>
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<td>Experience of responding to safeguarding protocols particularly in a higher education setting</td>
<td>A, I, R</td>
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<tr>
<td>Significant experience of managing disability services in higher education</td>
<td>A, I, R, P</td>
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<tr>
<td>Significant experience of the assessment of disabled students to determine appropriate support</td>
<td>A, I, R, P</td>
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<td>Experience of using data and student feedback to develop services and activities for students</td>
<td>A, I, R</td>
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<td>Experience of managing contracts and relationships with outside organisations to deliver services to students</td>
<td>A, I, R</td>
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<tr>
<td>Experience of implementing regulations, policies and procedures in a busy and fast moving environment</td>
<td>A, I, R</td>
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<td>Demonstrable experience of preparing and managing budgets</td>
<td>A, I, R</td>
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<td>Demonstrable experience of developing a service vision and strategy, and leading a team to ensure successful delivery of that strategy.</td>
<td>A, I, R</td>
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**Desirable Criteria 2 - Experience**

| Experience of providing welfare or pastoral services in a higher education environment | A, I, R |
| Experience of Safeguarding, Cause for Concern, Conduct, Fitness to Study and related regulations and policies | A, I, R |

**Essential Criteria 3 – Knowledge**

| Excellent understanding of the Disabled Student Allowance and other funding available to students | A, I, R |
| Excellent understanding of disability including specific learning difficulties and mental health conditions with experience in understanding the barriers students with these are likely to encounter in higher education | A, I, R |
| Working knowledge of assistive technology such as the programmes available via DSA and apps that are appropriate for student use | A, I, R |
| Good understanding of the uses of coaching and mentoring to support individuals experiencing mental health difficulties | A, I, R |
| In-depth understanding of the implications and requirements of the Equality Act 2010, other relevant legislation and ‘Reasonable Adjustments’ | A, I, R |

**Essential Criteria 4 - Skills**

| Ability to remain calm and professional in very difficult and challenging situations | A, I, R |
| Experience of using and monitoring electronic case management systems | A, I, R |
| 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 disability in order to advise them and/or secure their support and cooperation | A, I, R |
| Familiar with the use and development of computer systems, including intermediate PC based Microsoft Word, Excel and the ability to be self-serving with regard to day-to-day administration | A, R |
| Experience of delivering excellent front line customer service, preferably in an HE environment | A, I, R |
| Ability to manage multiple workloads and prioritise service demands | A, I, R |

**Additional Attributes**

| In periods of pressure during enrolment/welcome and examinations when the Department is particularly busy annual leave will not normally be permitted to be taken. Leave restrictions will be in place during a three week period in September/October, to include the week prior to main enrolment, welcome week and the first week of teaching. Specific dates of these restrictions will be confirmed at the start of each leave year | A, I |
| There will be requirement on occasion as Deputy Head of Student Support to help coordinate Student Support Services’ response to | A, I |
critical incidents, which could involve out of hours working at short notice.

As Deputy Head of Student Support it is a requirement to participate alongside key members in the Student Experience Directorate in Goldsmiths' Out of Hours Duty Manager on call system. This is operated between 17:30 - 08:30 Monday to Fri and 24/7 at the weekends, on a rota basis. There is a requirement of the role to be able to get to the campus in an extreme emergency and this could involve public transport or taxi (cost would be reimbursed) if necessary.

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 Alice Speller, tel 020 7919 7964, e-mail alice.speller@gold.ac.uk.

March 1 2019
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
- On-site cinema, Curzon Goldsmiths, with staff discounts and special screenings
- 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, dependent upon grade
- Access to exclusive discounts, including high street retailers
- Maternity, paternity, shared parental leave 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.