Deputy Head of Student Information, Advice and Finance

<table>
<thead>
<tr>
<th>Job Reference:</th>
<th>408530</th>
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</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Student Support Services (Student Experience Directorate)</td>
</tr>
<tr>
<td>Grade/ Salary:</td>
<td>Grade 8 (£46,253 - £53,013)</td>
</tr>
<tr>
<td>Contract Type:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Hours:</td>
<td>35 per week (Full time)</td>
</tr>
<tr>
<td>Location:</td>
<td>New Cross, London</td>
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Closing date for applications: **Friday 3rd January 2020**
Interviews: **Tuesday 21st January 2020**

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.

Passionate about advancing equality and celebrating diversity. Together, we are different.
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 six areas:

1. Student Recruitment
2. Student Administration
3. Student Support Services (within which this role sits)
4. Library Services
5. Careers & Employability
6. Student Engagement

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 Student-Facing Services, Disability, Wellbeing, Counselling, Multi faith Chaplaincy Services 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 and 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](http://www.gold.ac.uk/students)
Job description

Reporting to: Head of Accommodation Services, Student Support Services
Reports: Student Advice Teams (Money and Housing), Student-Facing Information Services (Student Centre, Wellbeing Hub) and dotted line responsibility for Safeguarding Case Officer.

Summary:
The role holder will directly line manage key student-facing services. With as many as 30,000 unique queries entering this service per academic year, managing a well-used service will be significant for ensuring quality of service to maintain student satisfaction.

The role will bring together and align daytime and evening frontline services with a holistic approach to incorporating student access to all the student-facing elements of Student Support Services (Student Centre, Student Advice and Campus Support).

Aligning the student-facing support within one team, from day team to overnight team this will improve our services to students and ensure that referral pathways are connected, and to ensure that services are delivered to provide an outstanding Student Experience that is inclusive and engaging for our staff and students and in line with the University’s Vision and aims.

Responsibility for the oversight of the Hate Crime Reporting Centre, including implementation of the review, policies and protocols.

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.

Main duties:

- Reporting to Head of Accommodation Services, the role holder will ensure that queries, student cases and safeguarding concerns are escalated and coordinated for the Student Support Service Department working alongside the Deputy Head of Student Support;
• Provide effective professional leadership and management of the Student Advice and student-facing information and advice 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 ensure frontline support services are operational during advertised hours and that the services meet demand utilising innovative and creative methods to evolve services and to improve standards;
• 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 student facing 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 across the Student Support Service teams to 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 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, including coordination of Open Days and Applicant days;
• 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;
• Undertake ‘out of hours’ duty manager role and respond to urgent and emergency cases including notifying and liaising with a range of services both within and outside the University;
• To be a member of committees of the University as required including taking the role of Secretary to key student facing committees;
• 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 feed into and implement 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 links with our local communities;
• To lead and provide operational management to the core student facing services and advice teams (Money and Student Advice);
• Coordinating and triaging of safeguarding concerns raised across the institution into the central student support service, making prompt escalations utilising the knowledge and skillset of Support Services within Accommodation Services and Wellbeing, Counselling and Disability Services;
• To lead on the department’s work in tackling hate crime and manage the operation of the Hate Crime Reporting Centre in collaboration with other external service providers, including feeding into review of Policies, protocol and training;
• Assisting in the coordination of the service’s response to critical or major incidents;
• Responsible for the operational aspects of the university’s in-depth financial advice and money capability campaigns, Frontline support and signposting and oversight of the hardship funds;
• To review and analyse appropriate management data, reports for the service and develop appropriate Key Performance Indicators to measure and evaluate service effectiveness;
• Ensuring customer service and specialist advice is offered to students and is of a consistently high standard with a fresh approach to ever-changing demands and priorities;
• To promote the activity of the Service teams by working across Student Support Services, the Student Experience Directorate, professional services departments, academic departments, the Students' 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;
• 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 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);
• 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

### Essential Criteria 1 - Qualifications

<table>
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<tr>
<th>Category</th>
<th>Description</th>
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<tbody>
<tr>
<td>A, C</td>
<td>A bachelor’s degree or equivalent experience</td>
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<tr>
<td>A, C</td>
<td>Relevant professional qualification or minimum five years staff management experience in a related customer service role</td>
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### Desirable Criteria 1 - Qualifications

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<th>Category</th>
<th>Description</th>
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<tr>
<td>A, I, R</td>
<td>Experience of using coaching to optimise performance</td>
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### Essential Criteria 2 - Experience

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<th>Category</th>
<th>Description</th>
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<tr>
<td>A, I, R</td>
<td>Substantial experience in core management competencies including leadership, staffing and performance management, managing and motivating staff, leading change management, short and long term planning.</td>
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<tr>
<td>A, I, P</td>
<td>Innovative approach to the delivery of student facing services in order to adapt as necessary to rapidly changing circumstances and improving customer/student experience and service delivery</td>
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<tr>
<td>Experience of budgetary planning and financial management including data extraction and reporting</td>
<td>A, I, R</td>
</tr>
<tr>
<td>Experience of using data and student feedback to develop services for students</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 and introducing innovations to processes and services to improve customer experience and/or service efficiency</td>
<td>A, I, R, P</td>
</tr>
<tr>
<td>Demonstrable experience of preparing and managing budgets</td>
<td>A, I, R, P</td>
</tr>
<tr>
<td>Experience of responding to safeguarding concerns in a Higher or Further Education setting</td>
<td>A, I, R</td>
</tr>
<tr>
<td>Experience of leading a professional team of student advisers, including student money advisers, who are also responsible for the delivery of hardship, money and Student Finance elements.</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 |

**Essential Criteria 3 – Knowledge**

| Knowledge and understanding of current issues relating to the provision of modern, user-focused student facing services | A, I, R |
| Knowledge of regulatory, legal and sector frameworks surrounding matters of Safeguarding, Statutory Funding, Gender Based Violence and Harassment and Hate Crime | A, I |

**Essential Criteria 4 - Skills**

| Demonstrable leadership skills, including experience in leading staff through a process of change, creating a strong staff culture that work towards continuous improvement and development | A, I, R |
| 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 | I, P |
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

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

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<tr>
<th>Desirable Criteria 4 - Skills</th>
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<tr>
<td>A commitment to professionalism and the delivery of high service and client satisfaction levels, both internally and externally</td>
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<tr>
<td>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</td>
</tr>
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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 Rocchi Acierno, tel 020 7919 7129, e-mail r.acierno@gold.ac.uk.

December, 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.