

## JOB DESCRIPTION

Job Title:	Deputy Head of Student Support and Wellbeing
Job Reference:	LIB740
Service:	Library and Student Support
Grade:	Grade 9
Salary Range:	£50,563 - £58,234 per annum inclusive Outer London Weighing
Period:	Permanent
Reports to:	Head of Student Support and Wellbeing
Reports to Job Holder:	Disability and Dyslexia Support Manager (Grade 8) Student Mental Health Manager (Grade 8) New post to support student wellbeing (title and grade to be confirmed) Other specialised wellbeing posts as appropriate

### University context

This is an exciting time to be joining the University. Following the appointment of Professor Tim Blackman as Vice-Chancellor in 2015, the University is in the process of developing a new strategy that will prioritise student engagement and wellbeing in all aspects of the student experience. Library and Student Support and other academic services will support the personal tutor network, innovation in teaching and learning and our expanding peer support activities.

Library and Student Support (LSS) brings together all aspects of generic student support into a single service working closely with Faculties and other services to provide both academic support and general and specialist student support to a diverse community of over 18,000 students based in London plus other students studying Middlesex programmes. The Director of LSS reports to the Deputy Vice-Chancellor (Learning and Innovation).

Student Support and Wellbeing, which is part of Library and Student Support, plays a vital role in underpinning the new strategy, ensuring that all students have access to a range of types of support appropriate to their needs and these services are visible, seamless, effective and tailored to the needs of our student community. In 2015-16 the University created a new discreet but accessible home for the Wellbeing Services in Sunny Hill House. In 2017, following further investment by the University in Wellbeing, we will be recruiting additional staff - mental health advisors, a counselling psychologist and a new post to support student wellbeing generally - to extend the support we are able to provide students and academic colleagues. Student Wellbeing is now seen as central to the student experience and in the light of sector developments, and changes to the student population, demands on the service will inevitably increase. We are now well placed to meet these rising expectations, particularly given the strong links that exist with the academic support teams and the close co-operation between the service and the Students' Union.

## **Student Support and Wellbeing**

The Head of Student Support and Wellbeing is one of three Deputy Directors in LSS, responsible for an integrated range of services delivering general and specialist information and advice to students plus wellbeing support to meet specific needs and promote student wellbeing generally. The teams within Student Support and Wellbeing currently comprise:

### **Wellbeing Services**

- **Disability and Dyslexia Support** – Providing assessment of needs for students with disability, dyslexia or other learning difficulties along with practical support for students and Faculties to ensure that disability does not create an obstacle to learning. Includes the management of the North London Regional Access Centre.
- **Mental Health and Counselling** – Providing individual support sessions and group workshops to students dealing with immediate crises or enduring difficulties affecting their life in general or University life specifically; individual support frameworks for students presenting with mental health issues; and practical advice and guidance to academic colleagues on identifying and making appropriate referrals for students with mental health concerns.

### **Student Information and Advice**

- **UniHelp** – Providing a single point of enquiry, face-to-face (at the UniHelp desk on campus) or by phone, web form or online chat to all students; providing information and support on all aspects of life at the University and taking ownership for resolving or triaging student queries; and handling the receipt and distribution of all paper-based coursework.
- **Specialist Student Advice** – Providing professional advice and guidance to students seeking support with money and welfare issues; information and advice on visa and immigration policies and procedures to international students wishing to continue their study at the University; and specialist liaison and support for our Chinese student population.

The role of Deputy Head of Student Support and Wellbeing encompasses wellbeing activities for the entire student population in addition to a range of responsibilities across the whole Student Support and Wellbeing portfolio and leading on University-wide projects.

### **Overall purpose of the role**

The post holder will be responsible for strategic leadership and management of the University's Wellbeing services (Disability and Dyslexia, Counselling and Mental Health) and wider wellbeing initiatives across the University intended to improve the personal wellbeing and effectiveness of all students.

The role holder will deputise for and assist the Head of Student Support and Wellbeing with the planning, development, leadership and delivery of innovative, high quality, efficient, professional services ensuring that the service follows best professional practice, is compliant with legislative

and other regulations and promotes integration and collaboration between teams and the wider University, taking the lead on specific service initiatives particularly those which ensure consistency of practice across operational managers within the service.

They will also be a senior member of the University who may work independently with University Senior Managers, the Students' Union and external partners or organisations, being accountable and responsible for the delivery of projects, reporting to University committees and representing the University at external meetings.

## **Principal Duties**

1. Provide strategic leadership and direction for the Wellbeing teams (Disability and Dyslexia Support, Counselling and Mental Health) within Student Support and Wellbeing:
  - Lead, motivate, manage and develop staff
  - Develop strategies for the coordination and future development of wellbeing services in line with sector best practice, changing student needs, advances in technology etc.
  - Ensure effective service delivery to students, develop appropriate tools to evaluate service quality and provide key performance and management data, and ensure effective oversight of outsourced services and suppliers
  - 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
  - Ensure that policies and processes meet statutory and regulatory requirements and lead on the development of new policies and processes to meet changing requirements
  - Lead on the reshaping of services to enable the teams to build capacity to meet increasing student demand, develop new services and modes of support and adapt to the changing academic context and learning framework
  - Establish effective relationships with staff in Faculties, including personal tutors, Students' Union officers and others, liaising on services provided by the Wellbeing team, building partnerships to facilitate closer links, and resolving significant issues associated with service delivery
  - Determine service priorities when faced with competing demands or resource constraints, basing decisions on an understanding of service data, University priorities, compliance requirements, risks etc and work with staff to deliver activities in creative and innovative ways
  - Provide reports for university committees as appropriate on the work of the Wellbeing teams
  - Manage Wellbeing budgets, including budget planning and forecasting and managing the various income streams associated with disability funding
2. Provide expert professional advice and guidance to University committees, LSS Executive and University Senior Managers on matters related to the delivery of wellbeing services; prepare external bids for funding and represent the University on external committees or at external events as appropriate.

3. Maintain an awareness of external issues and developments that may impact on student wellbeing and health; bring these issues to the attention of the University and develop appropriate responses to promote student wellbeing and personal effectiveness.
4. Act as Lead Safeguarding Officer for the University and take responsibility for relevant aspects of the Cause for Concern procedures and related policies, working closely with other stakeholders (Director of Student Affairs, Head of Student Support and Wellbeing, Student Mental Health Manager). Provide expert advice, support and guidance on issues related to student vulnerability and work with external agencies where appropriate.
5. Lead on the planning, organising, delivering and embedding of a range of new University-wide wellbeing activities that help all students to achieve their potential, working in partnership with the Students' Union, Faculties and other stakeholders in support of the University's Strategic Aims and Objectives. This will include initiatives that deliver peer support for students, that promote healthy lifestyles, resilience and self-help, and extend the range of online resources available to students.
6. Deliver wellbeing initiatives that promote widening access and participation, in support of the University's Access Agreement, in collaboration with the Director of Learning, Teaching and the Student Experience and working with external organisations as appropriate.
7. Successfully resolve complex student problems, and write responses to internal and external complaints (including OIA) and FOI requests by working collaboratively with colleagues and external agencies.
8. Work closely with the Head of Student Support and Wellbeing on the strategic and operational development of Student Support and Wellbeing services and appropriate organisational structures.
9. Lead and support operational managers across Student Support and Wellbeing on a range of issues that ensure consistency of practice, effective staff management and development, and the effective use of appropriate KPIs and management data to drive service development. Lead committees and task and finish groups within the service. In particular, work with colleagues to ensure that student pathways through different support routes are clear and transparent to students and academic staff.
10. Scope, lead and deliver projects related to Student Support and Wellbeing generally, as agreed with the Head of Student Support and Wellbeing, ensuring that these projects meet agreed outcomes within specified deadlines, are aligned with University aims and objectives and effectively support learning and teaching in Faculties. This includes liaison with senior colleagues across the University, and delivering reports to University committees or groups, which may include the Vice-Chancellor's Executive.
11. Work with colleagues in Faculties, services and/or the Students' Union to help deliver cross-University projects, policies, guidance etc. that promote student retention and success. This may include leading on specific projects, providing specialist advice to inform University decisions and producing reports for University committees.
12. Deputise for the Head of Student Services and Wellbeing as appropriate.
13. Participate in external activities and organisations related to student support and wellbeing, where these benefit Middlesex students and staff.
14. Participate in other Library and Student Support activities as a member of the LSS Leadership Forum, and general University activities (e.g. Welcome) as appropriate.

## PERSON SPECIFICATION



### **Job Title: Deputy Head of Student Support and Wellbeing**

The successful candidate should be able to clearly demonstrate the following key skills, knowledge and behaviours necessary for the role:

#### Essential

1. A degree or equivalent experience.
2. Significant and recent experience of managing wellbeing services or activities in a UK higher education institution.
3. A thorough and detailed understanding of key professional and compliance issues, legislation and sector practice in the areas of student wellbeing, combined with a broad understanding of the range of services that comprise Student Support and an ability to quickly acquire specialist expertise as project work demands.
4. A professional or service management subject qualification relating to one or more aspects of student services management and/or postgraduate management qualification or equivalent.
5. Demonstrable experience of developing a service vision and strategy, and leading a team to ensure successful delivery of that strategy.
6. Strong and proven leadership and performance management skills, including experience of leading staff through a process of change, motivating and engaging staff, ensuring service delivery meets the highest standards and addressing staff performance issues where necessary.
7. Excellent project management skills including experience of scoping out, managing and delivering complex projects to tight deadlines, and of dealing with pressurised situations, working with external stakeholders in a continuously changing environment.
8. Demonstrable experience of using initiative and creativity to resolve problems, devising varied solutions and approaching the problem from different perspectives.
9. Demonstrable experience of using complex, diverse and incomplete data and evidence to inform decision-making and communications.
10. Demonstrable evidence of a proactive and positive, student-centred approach and with an understanding of and commitment to the values, aims and objectives of the University,
11. Excellent interpersonal skills including the ability to build effective relationships of high credibility with students and staff, including senior colleagues across the University.
12. Ability to negotiate and work within appropriate professional boundaries, and to manage potentially difficult or conflict situations with confidence.
13. Experience of Safeguarding, "Cause for Concern" and related regulations and policies.
14. Excellent written communication skills including the ability to prepare analyse and present reports, including those of a statistical nature, at an institutional level.
15. Commitment to equality and diversity and its practical implications.
16. Commitment to on-going professional development and reflective practice.

#### Desirable

1. Proven experience of working across the complete range of Student Support and Wellbeing

**Hours:** 35.5 hours per week for 52 weeks per annum; actual daily hours by arrangement. Some flexible working involving weekend or evening work will be required

**Leave:** 30 days annual leave plus six extra University days and all Bank Holidays.

**Flexibility:** Please note that given the need for flexibility in order to meet the changing requirements, the duties / location of this post and the role of the post-holder may be changed after consultation.

**No Parking at Hendon campus:** There are no parking facilities for new staff joining our Hendon campus, except for Blue Badge holders.

Information on public transport to Hendon can be found here:

[http://www.mdx.ac.uk/campus/campuses/docs/Hendon\\_campus\\_map.pdf](http://www.mdx.ac.uk/campus/campuses/docs/Hendon_campus_map.pdf)

This post is exempt from the Rehabilitation of Offenders Act 1974 and requires a Disclosure and Barring Service certificate. You are therefore required to disclose details of any criminal record. ALL criminal convictions, cautions, reprimands or final warnings, even if they would otherwise be regarded as spent under this Act must be disclosed, as well as any other information that may have a bearing on your suitability for the post, including pending prosecutions.

The University will apply for a DBS certificate before your appointment is confirmed.

We offer an interest-free season ticket loan, interest-free motorbike loan, and bicycle and motorbike parking and changing facilities.

The post-holder should actively follow Middlesex University policies and procedures and maintain an awareness and observation of Fire and Health & Safety Regulations

If you wish to apply for this post please complete an application form found here:

[www.mdx.ac.uk/jobs](http://www.mdx.ac.uk/jobs)

**Closing date for receipt of applications: 5 April 2017**

### **What Happens Next?**

If you wish to discuss the job in further detail please contact Julie Crabb on 07941 359 644, or (020) 8411 6790 or by email at [j.crabb@mdx.ac.uk](mailto:j.crabb@mdx.ac.uk).