

Job Description

Job title	Head of Student Support, Wellbeing and Inclusion (SaAS18/13)
School/Service	Library and Student Services
Normal Workbase	Stoke Campus
Tenure	Permanent
Grade/Salary	Grade 10
FTE	Full Time, 1.0 fte
Date prepared	April 2019

Job Purpose

You will develop, build and implement a collaborative, cohesive service which is future thinking and capable of anticipating and effectively responding to future challenges and needs. You will work in partnership with Professional Services, Academic Schools and Staffordshire University Students' Union and our students to ensure there is a whole-community approach to supporting students.

Working with the Director of Library and Student Services and the broader Staffs community, you will lead a transformation of the student experience placing it at the heart of everything that we do. You will create and embed a culture of customer service excellence and develop services that are innovative in approach and which can balance traditional forms of support with modern, dynamic, digital modes of delivery, all with the intention of making our students lives more straightforward.

You will take the lead in relation to Mental Health and Wellbeing, Safeguarding, Harassment and Gender Based Violence and policy development in relation to the overall student experience. and Gender Based Violence and policy development in relation to the overall student experience.

Relationships

Reporting to: Director of Library and Student Services

Responsible for: Student Wellbeing, Student Support and Inclusion, International Student Experience, Student Hub, Faith and Chaplaincy

Main Activities

Core Responsibility

1. Support the Director of Library and Student Services in developing a holistic approach to improving the Staffs student experience;
2. Implement a response to student cases of serious concern, including Safeguarding, Fitness to Study and Crisis Intervention policies in liaison with the Director of Library and Student Services, as and when appropriate;
3. Take the lead on promoting the Service internally to ensure effective understanding of the contribution it makes to the overall student experience and synergy with other University services;

4. Act as expert adviser to the Director of Library and Student Services and the University Executive, representing them internally and externally on matters relevant to the student experience;
5. Ensure there is appropriate provision of services on all University campuses, adapting services depending on demand, priorities and location;
6. Accountability for budgetary planning for the overall Service in line with the University's annual planning cycle, ensuring departmental budgets are developed, agreed and effectively managed;
7. Work collegiately with colleagues across the University, including the Students' Union, to effectively position Student Services within the context of the overall student experience.
8. To develop and embed innovative approaches to service delivery, ensuring that the University's aspiration to embrace all things digital is matched by the service.

Strategic Planning

9. Significantly contribute to and influence University wide policy and strategy relating to the student experience.
10. Responsibility for the strategic direction of the service in line with University Strategy and for ensuring effective delivery through the communication of clear business objectives across the service, ensuring that the team understand how individual/team objectives link to Service and University objectives.
11. Development of highly effective systems for strategic planning including the publication of key strategies and annual action plans.
12. Maintain an in-depth knowledge of best practice and keep abreast of developments in the HE sector to inform strategic planning, policy and service development.

Leading staff

13. Responsibility for the overall strategic leadership of teams within Student Support, Wellbeing and Inclusion Services
14. Ensure that staff are provided with inspirational leadership and experience highly effective management practices.
15. Continually build organisational capacity through effective leadership and communication, creating and developing a highly effective service.
16. Ensure the development of a culture of outstanding performance and commitment to service excellence through a visionary leadership style.

Partnership Working

17. Develop and embed a culture of partnership working, which includes students, Staffordshire University Students' Union, University Schools, Professional Services, and external services.
18. Work alongside services and Academic Schools to ensure efficient processes are in place and student wellbeing cases are responded to effectively.
19. Develop and maintain relationships with relevant external services, partners and agencies.

Special Conditions

The role holder will be expected to operate flexibly, sometimes out of office hours and will sometimes need to exercise independent judgements affecting students' wellbeing and University reputation. Lead the Department's out-of-hours on-call support team, working to a rota and responding where it is necessary to critical incidents with

advice, support and on occasion intervention.

The role holder will be required to travel between sites from time to time in a cost-effective manner, which may be using a car.

To be committed to working with the University to further improve the carbon footprint/environmental issues.

Variation to Job Description

Staffordshire University reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus, it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

Conditions of Service

The post is subject to such terms and conditions of employment as negotiated between the Board of Governors of the University and the recognised trade unions, and/or the employees of the University. In negotiating such terms and conditions the Board of Governors will consider any appropriate advice received from the Universities and Colleges Employers Association (UCEA).

Informal Discussion

Should you wish to discuss this vacancy informally before making an application please contact:

Ian Munton, Director of Library and Student Services (Email) Ian.Munton@staffs.ac.uk

Application Procedure

We encourage you to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

We would ask all applicants to ensure that they have provided comprehensive information under each criterion in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.

Guidance for Disclosure Applicants

Please note that, if offered this position, the appointment procedure requires an Enhanced level of Disclosure with the Disclosure & Barring Service (DBS) (formerly CRB) as detailed above in the enclosed job description.

Enhanced Disclosures are for posts that involve a significant degree of contact with children or vulnerable adults. In general, the type of work will involve regularly caring for, supervising, training or being in sole charge of such people.

A Disclosure is a document containing information held by the police and government departments. It can be used by employers to make safer recruitment decisions and is provided by the Disclosure & Barring Service (DBS), an executive agency of the Home Office. Disclosures will provide details of a person's criminal record including

relevant cautions, convictions, reprimands and warnings held on the Police National Computer (PNC). Depending on the level of Disclosure it might also contain information held by government departments and local police forces.

In applying for a Disclosure, the successful applicant will be provided with the relevant form and guidance notes supplied by DBS. The form must be completed and returned to Human Resources & Organisational Development together with various **original** documents confirming identity (full details will be provided at the time). The successful applicant will be required to disclose all reprimands, warnings, cautions and convictions that are not 'protected' as defined by the *Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2013*. Certain spent reprimands, warnings, convictions and cautions are 'protected' and as such are not required to be disclosed. Any such protected offences cannot be taken into account, when making recruitment and suitability decisions.

The completed Disclosure application form will be countersigned and forwarded to the DBS by Human Resources & Organisational Development.

The DBS will then undertake the necessary checks with the Police and other relevant authorities.

After all checks have been carried out, the DBS will send the Disclosure directly to the applicant, which will list any details obtained from those checks. In the event of the DBS check highlighting information held on any of the databases accessed, it may be necessary for a meeting to be convened with the successful applicant in order for an informed decision to be made as to whether or not this affects the offer of appointment. The final decision as to whether appointment can proceed will be made by the Assistant Director of Human Resources.

Policy Statement on the Recruitment and Employment of Ex-Offenders

Background

The first priority of Staffordshire University is the safety and welfare of children and vulnerable adults in our care, who use the services of the University or come into contact with members of the University. We intend to achieve this by exercising rigour and vigilance in employment-making; criminal record Disclosures are central to this.

Recipients of criminal record Disclosures must duly comply with the DBS Code of Practice as well as the University's policies and procedures. Disclosure information will be treated as sensitive personal data; recipients will follow the University's data protection and criminal record checking procedure when handling Disclosure information. The University will treat all applicants fairly judging people's criminal records on merit, in accordance with the law and in relation to the responsibilities of the post in question. The University will not subject anyone who discloses a criminal record to unfair treatment on the basis of convictions, subject to relevant legislation and reasonable judgement.

Policy Statement

- As an organisation using the Disclosure & Barring Service (DBS) Disclosure service to assess applicants' suitability for positions of trust, Staffordshire University complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of a conviction or other information revealed
- Staffordshire University is committed to the fair treatment of its staff, potential staff or users of its services, regardless of gender, race, nationality, religion or belief, disability, age, sexual orientation or trades union activity or offending background
- We have a written policy on the employment of ex-offenders which is available on the University's website
- We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome

applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience

- A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all job advertisements and job descriptions will contain a statement that a disclosure will be requested in the event of the individual being offered the position
- Where a Disclosure is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. We request that this information is sent under separate, confidential cover, to Human Resources & Organisational Development at Staffordshire University, and we guarantee that this information will only be seen by those who need to see it as part of the recruitment process
- Disclosure is required for all reprimands, warnings, cautions and convictions that are not 'protected' as defined by the *Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2013*. Certain spent reprimands, warnings, convictions and cautions are 'protected' and as such are not required to be disclosed. Any such protected offences cannot be taken into account, when making recruitment and suitability decisions
- We ensure that those at Staffordshire University who are involved in the recruitment process have been suitable trained to identify and assess the relevance and circumstances of the offences. We also ensure that they have received appropriate training and guidance in the relevant legislation relating to the employment of ex-offenders
- At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to a withdrawal of an offer of employment
- We make every subject of a DBS Disclosure aware of the existence of the DBS Code of Practice and make a copy available on request
- We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment

Having a criminal record is not necessarily a bar to working with us; this will depend on the nature of the position, the circumstances and background of offences.