



Loughborough
University



Appointment of

Director of
Student Services

Welcome

In a crowded higher education landscape Loughborough University is proud and confident in its distinctiveness. Our combination of world leading research, the country's best student experience, an unmatched global reputation for sport and enterprising can-do impact, is unique. We operate from campuses in the East Midlands and on the Queen Elizabeth Olympic Park in London.

At the heart of our work are our students and as Director of Student Services, you will play a central role in designing and delivering these services. Our ambition is clear – to continue to offer an educational and wider student experience that is distinct and second-to-none – delivering in an accessible and equitable way that supports our whole and diverse student community.

As a senior leader you will be a member of the University Leadership Group and Professional Services Leadership Team. You will engage in partnership working with stakeholders internally and externally, including Loughborough Students' Union.

As incoming Director you will inherit a strong hand – an established set of services that are well-used and understood by students and with a strong team of colleagues in place - these are good stable foundations. But you will also find a willingness and recognition of a necessity to embrace change, build on these strengths and go further. You will have my support and of your colleagues in this endeavour. We would be delighted to hear more from you or engage in further discussion through the contacts in this document.



Richard Taylor
Chief Operating Officer



About Loughborough University

Loughborough is an exceptional university. During uncertain times for higher education, and whilst others scramble for the safety of the pack, we are proud to be different. The combination of our excellent student experience, enterprising outlook, world class research and unparalleled sporting success gives rise to something that's truly special and distinctive amongst the UK's universities.

It's not just what we do that makes Loughborough special, it's our focus and our spirit. We are deeply competitive but committed to partnership working. We are determined to succeed and to motivate everyone to be the best they can be.

Loughborough's sense of community runs deep: it's in our DNA. We value our unique identity and our sector-leading work on diversity and inclusion. We are hugely successful and unafraid of innovation; a learning organisation that pushes boundaries.

Our origins in 1909, as one of the UK's foremost technical institutes focused on meeting society's needs, set in train an ethos that is still evident. Today the #LboroFamily comprises over 3,500 colleagues and more than 19,400 students. We are overwhelmingly proud of them and all they achieve. From our 523-acre campus in the East Midlands and our London campus at the Queen Elizabeth Olympic Park, we operate an endeavour with an annual turnover of more than £325m.

Our strategic aims

Ambitious research and innovation

At Loughborough we think differently: we challenge convention, solve problems and take action. Through our research and innovation we are finding answers, discovering the things that matter and adding to knowledge, creating positive change across society.

Sector leading education and student experience

We provide our students with an exceptional learning environment that offers outstanding, innovative teaching, opportunities to contribute to pioneering research, and options to maximise their business potential. Working with Loughborough Students' Union, we offer the best possible all-round experience, providing our students with a wide range of opportunities that enable them to achieve their full potential, professionally and personally as well as academically.

A history of sporting excellence

We are proud of our hard-earned global reputation for sport. From elite-level athletes to trying to keep fit, we ensure that everyone at the University can enjoy sport regardless of ability or interest. Through world-leading coaching, outstanding student experiences, state of the art facilities and superb events, we create an inclusive, positive and life-shaping sporting experience for all.

International engagement and impact

We are establishing a compelling international profile and reputation, built on our distinctive strengths. We are valued for the relevance and impact of our research and for our important contribution as an international partner. Coupled with our sporting expertise, outstanding education and vibrant student experience, this engagement is helping us to build a community of committed alumni and advocates across the world.

An equitable, diverse and inclusive environment

Our campuses are home to a diverse body of people with different perspectives, values and attitudes. We are working to create an inclusive environment where such differences are shared and valued; where all individuals can reach their full potential regardless of their background.

Extensive global partnerships

Strong partnerships and collaborations are central to everything we do. We work with organisations around the world to drive innovation, boost performance and meet current and future challenges.

Student Services at Loughborough University

Student Services support students throughout their time at Loughborough. Our mission is to help them have a positive university experience and achieve a positive graduate outcome. It doesn't matter whether they are a prospective student, first year, finalist or postgraduate. Student Services is here to help.

There are many different teams within Student Services that offer different types of support and guidance, these include:

Careers Network

Loughborough University's experienced Careers Network team works closely with academic schools and professional services to ensure that every student has access to outstanding careers advice, coaching, employability support and development opportunities.

Disability, Access and Learning

Loughborough has a dedicated Student Wellbeing and Inclusivity (SWAI) service that provides a range of support, advice and guidance for our Foundation, Undergraduate and Postgraduate students at the University. We endeavour for all our students to feel confident in their learning at Loughborough and support them with their physical, mental, wellbeing and neurodiverse conditions.

Student Advice and Support Service

At Loughborough, we want to provide our students with the best University experience. One of the ways we do this is to offer support and guidance on a range of topics on student matters. This can include concerns regarding money; housing; student visas and other immigration matters. At Loughborough University, we hold an Advice Quality Standard (AQS) accreditation. This is the quality mark for organisations that provide advice to a specific group of people on social welfare issues.

Security

Our main priority is the personal safety of students, staff, and visitors to the campus. We also ensure all our buildings are secure, and control traffic and parking across the estate. To do this, we have hundreds of CCTV cameras; as well as work closely with the local police; and patrol some parts of Loughborough town centre during term time, providing support to those students living off campus. All our staff are accredited by the Security Industry Authority (SIA) and are trained in first aid.

Student Mental Wellbeing

Students are at the heart of Loughborough and their wellbeing is very important to us. We have devoted teams within our services to provide advice and support to students on a wide range of wellbeing-related issues. These include and not limited to: stress, bereavement, mental health difficulties, domestic violence, and safeguarding concerns.

Student Success Academy

The Student Success Academy offers a wide range of personalised opportunities and tailored programmes to help students unlock their potential. The Academy puts the spotlight on key transitions including coming to university, moving into and out of a placement experience, stepping up to final year, and becoming a graduate. We listen to student experiences and support individuals overcome any barriers to achieving their own version of success, whether academic, personal, or career specific.



Our people

Life at Loughborough has a strong community feel. It is a factor we pride ourselves on.

Our students, graduates, staff and campus based partners are at the heart of all that we do.

Within this close-knit community, there is a shared atmosphere of determination, community, and a will to succeed. It is an environment that involves and motivates everyone to be the best they can be.



applications were made for around 3,800 undergraduate places for 2022/23



students from over 135 different countries



of our students on campus are international

Our students

Student numbers 2022/23 UK/EU and international	
Undergraduate	15,191
Postgraduate taught	3,025
Postgraduate research	1,247
Further education	114
Other (including temporary exchange and staff research)	190

Our alumni

Loughborough University has a global community of over 200,000 graduates.

Over £6.1 million has been donated by alumni and friends of the University over the last three years.

Our staff

Staff numbers (Dec 2022)

Administrative, management and specialist staff	1,315
Researching, teaching, enterprise, specialist and supporting academic	1,365
Operational and technical staff	965

We have over 3,600 members of staff. 17% of our employee numbers are represented by international members of staff, covering over 75 different nationalities



staff, Loughborough's biggest employer



We have received the **Race Equality Charter Bronze Award** that recognises we are beginning our journey to advance race equality.

Our collaborations

The University works with organisations worldwide, exchanging knowledge to drive innovation, boost performance and meet current and future challenges.

Our strategic collaborations include

Advanced Technology Innovation Centre (ATIC)
www.lusep.co.uk/atic

Caterpillar Innovation and Research Centre
www.lboro.ac.uk/caterpillar-irc

Leicester Biomedical Research Centre
www.leicesterbrc.nihr.ac.uk

National Centre for Sport and Exercise Medicine
www.ncsem-em.org.uk

Rolls-Royce University Technology Centre
www.lboro.ac.uk/rolls-royce-utc

SportPark
www.LUSEP.co.uk/sport-park

The Manufacturing Technology Centre (MTC)
www.the-mtc.org

National Football League Academy
www.nflacademy.com


West Ham United Women
www.whufc.com




Over 90 tenant partners are based on Loughborough University Science and Enterprise Park (LUSEP)

Our achievements

We successfully combine a world leading research endeavour with arguably the UK's best student experience. We are home to the worlds leading academic lead elite sport ecosystem, as well an outstanding estate and innovative enterprise work.



OUR LONDON CAMPUS
OPENED IN 2015 AND IS HOME TO OVER 800 POSTGRADATES



INTERNATIONAL QS STARS SCHEME 2023
FIVE STARS PLUS INSTITUTION
- ONE OF ONLY 20 WORLDWIDE



QS WORLD UNIVERSITY RANKINGS BY SUBJECT 2023
BEST UNIVERSITY IN THE WORLD FOR SPORTS-RELATED SUBJECTS



NATIONAL STUDENT SURVEY 2023
TIMES HIGHER EDUCATION ANALYSIS
7TH IN ENGLAND FOR OVERALL SATISFACTION



LSU ACTION AWARDED
QUEEN'S PLATINUM JUBILEE AWARD
FOR SUPPORTING LOCAL COMMUNITY (2022)



BRITISH UNIVERSITY AND COLLEGE SPORT CHAMPIONS
42 YEARS IN A ROW




OVER £20M
RAISED THROUGH LSU RAG SINCE RECORDS BEGAN



TIMES HIGHER EDUCATION IMPACT RANKINGS 2023
1ST IN UK AND 15TH GLOBALLY FOR ADVANCING AFFORDABLE AND CLEAN ENERGY



TEACHING EXCELLENCE FRAMEWORK 2023
AWARDED GOLD OVERALL, GOLD FOR STUDENT EXPERIENCE AND GOLD FOR STUDENT OUTCOMES



AWARDED
SEVEN QUEEN'S ANNIVERSARY PRIZES
FOR THE QUALITY OF OUR RESEARCH



GREEN FLAG AWARDS SINCE 2018
ONE OF THE NATION'S BEST GREEN SPACES



WHATUNI STUDENT CHOICE AWARDS 2023
1ST FOR UNIVERSITY FACILITIES



THE COMPLETE UNIVERSITY GUIDE 2024
RANKED 7TH OUT OF 130 UK UNIVERSITIES



Our staff networks

The University has a number of [staff networks](#) which enable colleagues to support each other, discuss issues within our community and wider society, and contribute to future strategic developments at the University.

Age Appreciation Group

Open to staff of any age, the group champions age diversity. The Group aims to promote the University as a great place to work for all ages.

Black, Asian and Ethnic Minority (BAME) Network

The group raises awareness of race and cultural issues and is a forum to raise the profile of black and ethnic minority cultures on campus.

Staff Inclusivity Group

The Staff Inclusivity Group is committed to achieving equality for all those who work across both campuses. We aim to ensure that the University demonstrates a fair and supportive environment which provides equality of opportunity and freedom from unlawful discrimination on the grounds of disability, including mental health difficulties and neurodivergent differences.

We are proud to support our diverse community and wish to encourage and celebrate its full contribution to a University life where all colleagues are treated equally and with respect.

Part-time Staff Group

An informal support network for people who currently work flexibly or on a part time basis, or who would like to do so in the future.

LGBT+ Staff Network

The LGBT+ Staff Network encompasses staff that identify as LGBT+ and those who are allies. The Network has monthly meetings where staff highlight LGBT+-related issues, organise events and campaigns for awareness and celebration, and offer a space to ensure that LGBT+ staff are represented, supported, valued and have a structure through which they can instigate change. Our current priorities are to: work with colleagues to facilitate a systemic and structured audit of LU structures, processes and experience of LGBT+ staff (Stonewall Workplace Equality Index); implement recommendations from the audit; and create and publicised proactive policies for trans and non-binary staff.

Maia

Maia is the Loughborough University Women's Network. Maia unites women staff and Doctoral Researchers, including trans women and non-binary people comfortable in a female-centred community, across Schools, Professional Services and Loughborough Students' Union. Maia seeks to make change happen across the University by providing an inclusive community and networking opportunities, creating meaningful, events and initiatives, and delivering and advocating for change to progress gender equity at Loughborough.

International Staff Group

The network supports the development of a fair and supportive environment that provides equality of opportunity and freedom to international staff.

Working Parents and Carers' Network

For all staff who have, or who have had, parental or caring responsibilities, this network provides a forum for support, sharing experiences and raising issues relevant to working families. We are an informal group which aims to offer a community for working parents and carers, and which also seeks to influence university policies and practices which impact on our members.

Armed Forces Network Group

Open to those staff, and their family members, who have served in the Armed Forces. The University is a signatory to the Armed forces Covenant and has pledged to treat with fairness and respect those who serve or who have served in the Armed Forces, and their families. Our Armed Forces Network provides a forum and support group for staff and students who are Military Reservists, Veterans and their family members. The University promotes itself as an armed forces institution with HR policies that support the recruitment of veterans and their families. Our contribution was recognised with a Silver award in the 2021 Defence Employer Recognition Scheme.



University governance

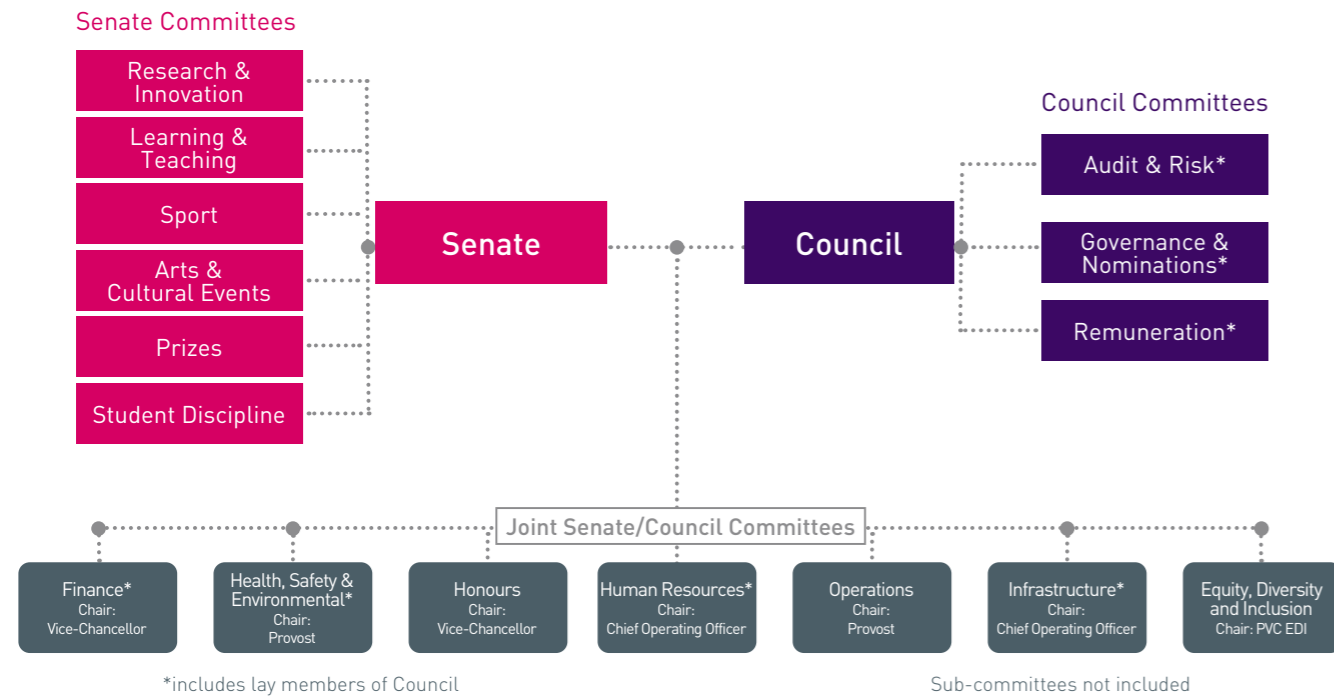
The University Senate

The University Senate is responsible for the academic work of the University, including programmes, examinations, teaching and research quality. Its membership is drawn from the University.

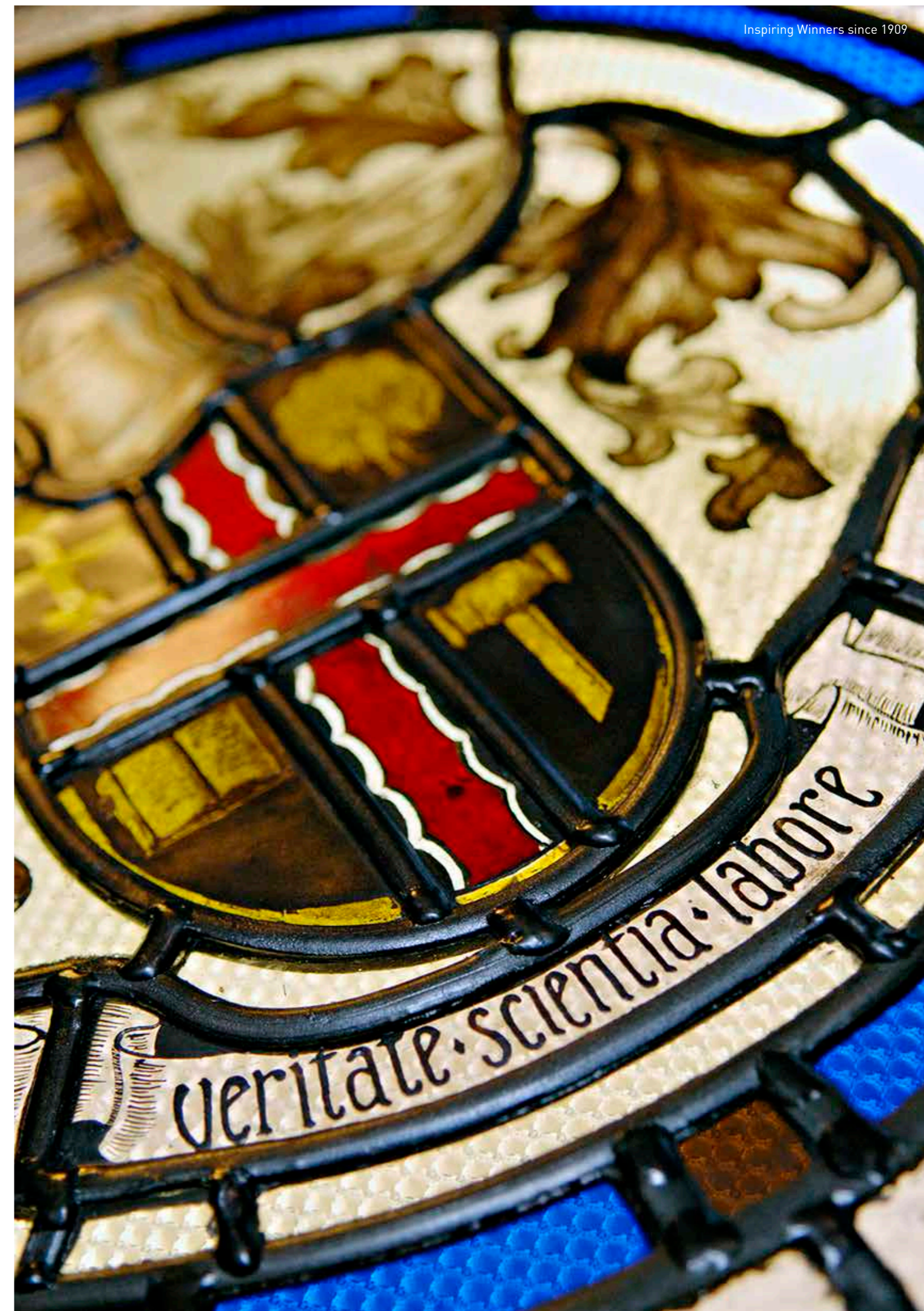
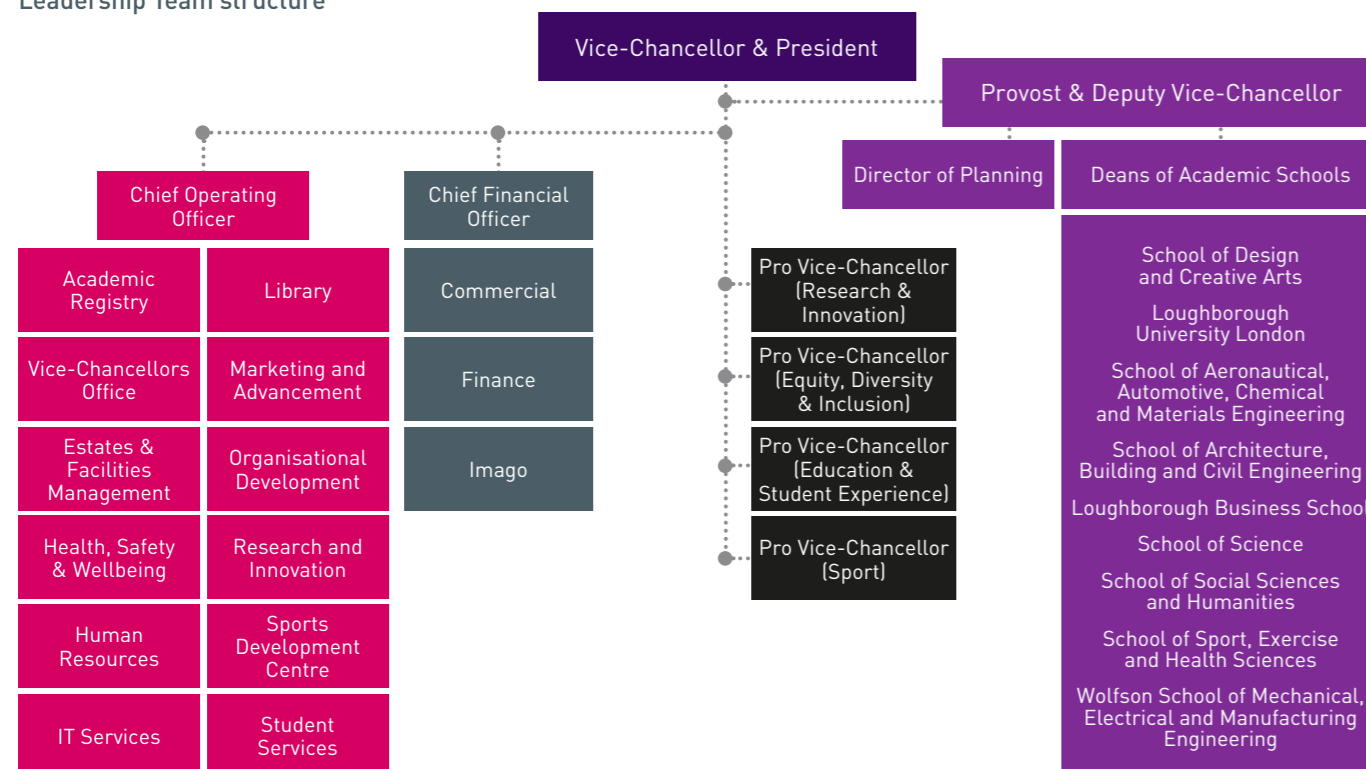
The University Council

The University Council is the governing body, responsible for the University's finances, buildings and land. It is the official employer of all staff and meets several times a year. Its Chair is the Senior Pro Chancellor, Christine Hodgson CBE.

Senate & Council structure



Leadership Team structure

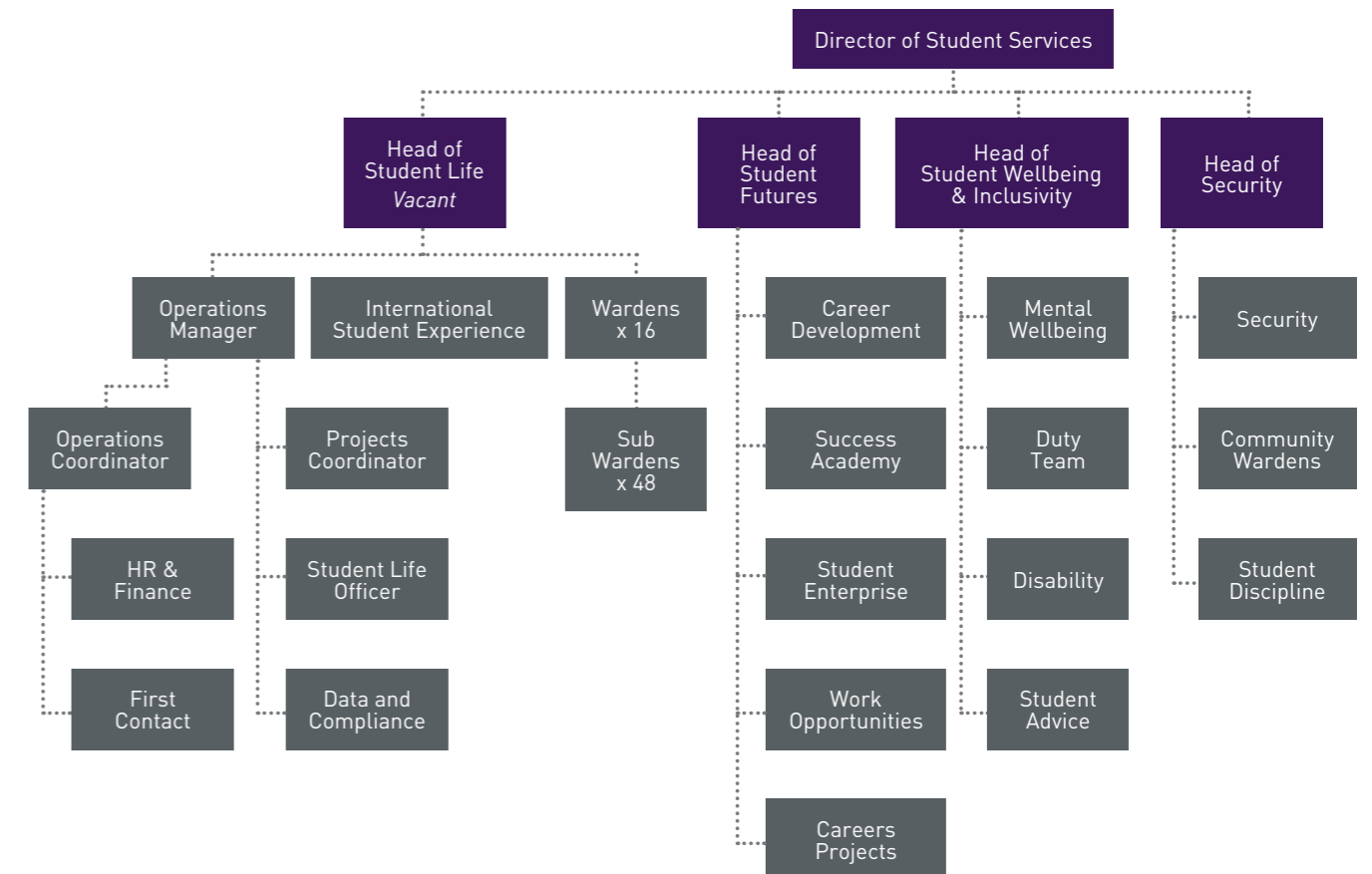


The role

Director of Student Services

- Provide strong and consistent leadership to the Student Services department (circa 200 staff).
- Work in collaboration with the Pro Vice-Chancellor for Education and Student Experience to strengthen the University's sector-leading position for education and student experience.
- Work with the Pro Vice-Chancellor for Education and Student Experience to deliver the University's Education and Student Experience Core Plan, which sets out the University's short, medium and long term ambitions in relation to education and student experience in support of the University's Strategy: www.lboro.ac.uk/strategy.
- Chair the Student Experience Team which is a sub-group of the Learning and Teaching Committee that oversees all non-curriculum based elements of the student experience.
- Work in collaboration with the Pro Vice-Chancellor for Equity, Diversity and Inclusion to facilitate the University becoming more diverse, equitable and inclusive in relation to education and student experience.
- Work in collaboration with academic leaders and other parts of the University, eg Students' Union, Academic Registry, Estates and Facilities Management to deliver a seamless service to students.
- Liaise with external stakeholders, eg police, Charnwood Borough Council, NHS and Loughborough College to ensure that support for students is available and accessible as required.
- Oversee the Hall Warden service, ensuring that the student experience, student wellbeing and student safety is applied consistently and fairly while recognising the different cultures within each hall of residence.
- Act as the University's Designated Safeguarding Officer and Prevent Officer.
- As a senior member of the University's Professional Services, provide leadership on a range of matters cognate and beyond the immediate Student Services operating area.
- Develop external links so the University can learn from best practice and contribute to sector level discussions.
- Manage the departmental budget (circa £7m).
- Any other reasonable duties as assigned by the Chief Operating Officer.

Student Services Organisational Chart



Person profile

Skills, Experience and Personal Characteristics

- Substantial experience of leading and managing teams in a large, complex organisation.
- Extensive experience of providing a range of services to a diverse population of students.
- Experience of managing critical incidents and dealing with people in crisis.
- Experience of delivering an inclusive student experience.
- Experience of successfully delivering large-scale strategic projects.
- Detailed knowledge of the higher education sector and the regulatory framework.
- An understanding of the differing needs of students and the range of services and support required.
- Ability to lead, motivate and inspire people across the University.
- Ability to operate as a trusted adviser to the executive team.
- Strong and demonstrable commitment to equity, diversity and inclusion.
- Excellent written and oral communication skills to engage people effectively with complex issues and ideas.
- Ability to build constructive and effective networks both within and outside of the University.
- Degree or equivalent education
- Postgraduate qualification in a relevant discipline

Other

Staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

Staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available [HERE](#)

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available [HERE](#)) In addition, the University is supportive, where operational needs allow, of flexible working arrangements.

We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN: [HERE](#)

Conditions of service

The position is full time and is available on an open-ended basis. The University offers a substantial benefits package, including a pension scheme. More information can be found at:

www.lboro.ac.uk/services/hr/jobs/employee-benefits

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff, details of which can be found by visiting

www.lboro.ac.uk/services/hr/a-z/conditions-of-service.html

Application and interview

Application

The closing date for applications is 30 November 2023.

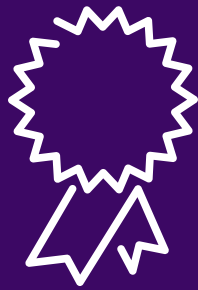
For an informal and confidential conversation before applying, call **Megan Garner** on **01509 226782** or email **M.Garner2@lboro.ac.uk**

Interview

Initial meetings will take place during December and we will offer all candidates the chance to take part in an informal visit day, to meet key senior staff and tour the campus in early January.

We will be holding formal interviews late January.





RANKED 7TH
IN THE COMPLETE
UNIVERSITY GUIDE 2024,
OUT OF 130 UK UNIVERSITIES