

Head of Student Life

Job Ref: REQ240922

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

About Student Services

Student Services encompasses a wide range of the support and skills development opportunities available for students and graduates at Loughborough. This includes Careers Advice, Student and Graduate Enterprise, Wellbeing Support, Student Advice and Guidance, Academic Language Support, the Wardens Service and Security. In total the department employs around 180 staff. Student Services is at the heart of enabling the University's strategic ambition to provide all students with a life-shaping student experience and is engaged with almost all areas of academic and campus activity in support of this goal.

Job Description

Job Grade: MA8

Job Purpose

The purpose of this role is to provide senior leadership across our Student Life agenda within Student Services and across the University more broadly, working in conjunction with colleagues in other relevant services (Loughborough Students' Union, Global Engagement, Student Accommodation, Estates & Facilities Management, Academic Schools, , and Academic Registry).

Job Duties

- To provide senior and strategic leadership across the University's Student Life agenda including bespoke support for international students, Loughborough's unique halls experience and the operations of the wider service.
- To provide senior and strategic leadership across the University's approach to maximising NSS outcomes through ensuring a genuine sense of belonging for all students in the Loughborough community.
- To take a senior leadership role in improving the experience of international students at the University, working closely with the PVC (Education & Student Experience), Global Engagement and LSU.
- To take a leadership role in developing our unique hall experience at Loughborough, including supporting wardens and hall committees.
- To lead the Student Services Operations Team effectively, ensuring that resources are deployed effectively to maximum benefit, that there are appropriate reviews of performance for all staff, that poor performance is addressed effectively, and that talent is managed such that excellent staff are developed in line with business needs.

- To lead a programme of continuous improvement in respect of service delivery, ensuring that services are aligned with student need, delivered efficiently and effectively, innovative in meaningful ways and are inclusive of all student groups.
- To lead the design and delivery of the University's Student Life programme, ensuring that the aims and benefits of the programme are clear to all stakeholders and that the programme draws in all aspects of skills development and support across Student Services and beyond.
- To engage with relevant external partners, and stakeholders to understand the external context and feed this back into the University either in terms of changes to service delivery or other strategic developments.
- To advise the Pro-Vice Chancellors and other senior leaders on the strategic direction which should be adopted in respect of the Student Life agenda. This may include making recommendations to University committees on policy changes, development of new strategy or changes in resourcing to ensure future-proofing of the University's position.
- Lead practice which proactively challenges discrimination and removes barriers for students facing equity, diversity and inclusion issues throughout their student experience.
- To identify and maximise any income-generating opportunities within their area of responsibility.
- To work closely and collaboratively with LSU (sabbatical officers and permanent staff) to deliver the Student Life agenda in an engaging, inclusive and impactful way for students.
- To manage the section effectively ensuring appropriate reviews of performance for all staff, ensuring poor performance is addressed effectively and that talent is managed such that excellent staff are developed in line with business needs.
- To be an integral part of the Student Services Senior Management Team (SMT) supporting delivery of the department's shared vision, including understanding the integrations needed across services for the common purpose of providing an outstanding service to all students and stakeholders.
- To have oversight and accountability of the budget for the section, ensuring that resources are effectively managed and deployed.
- To deputise for the Director of Student Services during periods of absence or leave. This includes deputising on aspects of the role outside of the usual agenda for the post-holder.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All 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.

All 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.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to Director of Student Services.

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage	
Experience	Substantial line management responsibility, including experience of conducting staff appraisals and management of HR issues	1,3	
	Experience of operational planning and the preparation and monitoring of budgets and targets in a complex organisation	1,3	
	Substantial experience of working in a Student Services setting in Higher education.	1,3	
	Substantial experience of leading a client-focussed service	1,3	
	Experience of change management and leading services focussed on continuous improvement	1,3	
Skills and abilities	High level of interpersonal, communication, negotiating and team-working skills, commensurate with working at a senior level.	1,2,3	
	Ability to demonstrate strategic thinking and make proposals to senior colleagues to implement significant strategic change or direction	1,2,3	
	Deep knowledge of protected characteristics and student groups who are underrepresented in higher education and the structural barriers to progression and success these student groups experience.	1,3	
	Ability to with very substantial autonomy to prioritise objectives and meet deadlines	1,3	
	Resilient character with a focus on continuous improvement and the ability to accept and deliver appropriate challenge from colleagues	1,2,3	
	Ability to adapt to, and function effectively within, different organisational structures	1,3	
	Ability to work collaboratively with internal and external stakeholders and develop strong relationships	1,3	
	Ability to think creatively in finding solutions to challenging problems	1,2,3	
	A sound understanding of the needs of students (current and future) and the challenges posed in meeting these needs	1,2,3	
	Excellent analytical skills in order to be able to take data-driven decisions around provision where appropriate.	1,3	
	Training	Commitment to the development of self and others and a willingness to actively participate in a programme of continuing professional development	1,3
	Qualifications	Strong educational background, educated to degree level or equivalent	1

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of a general management role in HE	1
	Experience of working in a Student Services setting	1,3
Qualifications	A postgraduate-level general management qualification	1
	A postgraduate-level qualification in a support-related function	1

Conditions of Service

The position is FULL TIME, OPEN-ENDED and offers hybrid working. Salary will be on Management and Specialist Grade 8, £58,596-£65,814 per annum, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's Terms and Conditions of Employment for staff grade 6 and above, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which can be found [here](#).

The University offers a wide range of employee benefits which can be found [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 at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, 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 see <http://www.lboro.ac.uk/services/hr/athena-swan/>