

**JOB DESCRIPTION AND PERSON SPECIFICATION**

**Job Title:** Associate Dean of Students (Wellbeing and Inclusion)

**Accountable to:** Dean of Students

**Salary**

**Grade:** Individual Contract

**Section/Department:** Academic Development and Services (ADS): Library and Student Support Services

**Location:** High Holborn

**Contract Length:** Permanent

**Hours per week/FTE:** 37hpw/FT

**Weeks per year:** 52

**Purpose of Role:**

To work with the Dean of Students and Heads of Student Services to provide University-level leadership for services that support Student Wellbeing and Inclusion. This includes having specific responsibility for developing policies and procedures for student wellbeing and inclusion, and oversight of UAL’s Counselling and Health Advice Service and the University Disability Service. The post-holder will also be involved in managing complex student casework and will participate in an out-of-hours senior manager duty roster for student emergencies. The post-holder will act as deputy to the Dean of Students and be a member of the Student Services Senior Management Team.

To contribute to the Library and Student Support Strategy as a member of the Leadership Team for the Library and Student Support Services Directorate. This Directorate brings together a wide portfolio of offers (Student Services; Library Services; Academic Support; International Student Experience and Language Development) to *“provide students with integrated academic and pastoral support to enable the development of creativity and resilience so they can fulfil their potential and get the best from their university experience”* (UAL Academic Strategy, 2018-2020).

To participate in University-wide developments and represent Student Services at University meetings, as well as promote Student Services, the Directorate and UAL within external professional networks.

**Duties and Responsibilities**

**Student Services Leadership and Management**

1. Work closely with the Dean of Students and Heads of Student Services to provide strategic vision, leadership and management for Student Wellbeing and Inclusion. This includes being responsible for the development of policies and procedures associated with student wellbeing and inclusion that take account of the University’s priorities and the best practice in the sector, as well as compliance with current government policies and guidelines, including equalities legislation and our Public Sector Equality Duty objectives.
2. Oversee the development and delivery of a clear service ethos and set of values for student wellbeing and inclusion, underpinned by a commitment to deliver a high quality student experience through inclusive and accessible practices that are understood and consistently adopted by the teams that constitute Student Services.
3. Work with senior staff across the University and with the Students’ Union to facilitate the ongoing integration of Student Services within the academic and organisational development of the University and its respective Colleges. This includes acting as an advocate for student wellbeing

and inclusion through leading, challenging, motivating and inspiring colleagues and stakeholders across the University.

4. Provide expert advice to colleagues on student wellbeing and inclusion through coaching and individual support as well as group-based activities, and through the development of materials in online and print formats for both staff and students.
5. Assist the Dean of Students on the development and application of key performance indicators, benchmarking exercises, data gathering and risk analysis in order to support a culture of continuous improvement as well as to contribute to external accreditations and charter mark applications. This will include undertaking impact assessments of policies and functions and the production of evaluative reports related to student wellbeing and inclusion.
6. Work closely with the Dean of Students and Heads of Student Services to monitor and evaluate the effectiveness of Student Services through participation in the University's internal quality assurance and enhancement processes, and contribute to the University's engagement with external quality and regulation processes such as those related to TEF, REF and OFSTED.
7. Assist the Dean of Students with the management of complex student casework and participate in an out-of-hours senior manager duty roster for student emergencies.
8. Be responsible for the financial management of key areas of Student Services, in accordance with the University's financial regulations.
9. Have overall responsibility for the management and development of Counselling, Health Advice and University Disability Service staff in Student Services, and line manage the Head of Counselling and Student Health and the Head of the University Disability Service.
10. Be a member of the Dean of Students' Senior Management Team and deputise for the Dean of Students in their absence.

#### **Library and Student Support Strategy and other University Strategies**

11. Work closely with the Director of Library and Student Support Services, Dean of Students and other members of the Directorate's Leadership Team to develop the strategic vision and direction for Library and Student Support Services that takes account of the University's key priorities and academic portfolio as well as the diversity of its student communities.
12. Work collaboratively with senior managers across Library and Student Support Services, contributing to the continual development of a wide portfolio of offers that deliver a high quality, inclusive and consistent student experience and provide best value for money.
13. Lead, manage and contribute to relevant Directorate groups as part of its governance structure as well as leading specific initiatives that facilitate joined-up approaches to library and student support activities.
14. Participate in the development of University strategy and policy through membership of University committees and other groups. This includes leading and assisting in the development and delivery of equality accreditation action plans as well as collaborating with colleagues to ensure the Colleges and other University Services are embedding student wellbeing and inclusion interventions in a strategic and systematic way.
15. Lead, manage and contribute to relevant University-wide projects and programmes as required. This includes leading on initiatives that prevent disability discrimination, bullying, harassment and sexual violence affecting students, and providing support to those staff that need to implement these initiatives.

#### **Professional Development and Engagement**

16. Keep up-to-date with sector-wide developments, government policies and legislation relevant to Student Services, particularly with respect to student wellbeing and inclusion, ensuring colleagues are informed of relevant developments and their implications for the University.

17. Undertake research and professional development activities relevant to student wellbeing and inclusion and to Student Services more generally.
18. Represent and promote UAL externally, participating in relevant professional networks and developing a strong professional profile.

**Others:**

19. Perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
20. Undertake health and safety duties and responsibilities appropriate to the role.
21. Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work
22. Personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016-2022).
23. Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities
24. Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness
25. Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations

**Key Working Relationships:** Managers and other staff, and external partners, suppliers etc.; with whom regular contact is required.

- Members of the Dean of Students' Senior Management Team and Library and Student Support Services Leadership Team
- Staff within Student Services and the Dean of Student's Office, plus Library and Student Support colleagues across UAL
- Accommodation Services colleagues
- ADS Senior Management Team, and other ADS colleagues
- HR's Diversity Team, Diversity Champions and relevant staff and student networks across UAL
- Senior staff across the University
- Students' Union and students

**Specific Management Responsibilities**

**Budgets:** c£3million

**Staff:** Core staffing of 20.6 FTE for Counselling, Health Advice and Chaplaincy Service and 26.3 FTE for University Disability Service. Line management of 2 Heads of Service.

**Other** (e.g. accommodation; equipment): Working with the Head of Student Advice and Safeguarding Support on management and development of Student Centres, Consultation Rooms and Staff Offices

Signed: Dean of Students  
(Recruiting Manager)

Date of Last Review: December 2018

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Person Specification	
Specialist Knowledge/ Qualifications	<p>A Graduate or Postgraduate level qualification relevant to the post</p> <p>Significant knowledge of current developments within Student Services particularly in relation to student wellbeing and inclusion</p> <p>Demonstrable understanding of complex issues around student vulnerability and inclusion in UK today</p> <p>Knowledge of current developments within Higher Education</p> <p>In-depth knowledge of current equalities legislation and awareness of Race Equality Charter Mark, Disability Confident and Stonewall Workplace Equality Index</p>
Relevant Experience	<p>Substantial experience of leadership and management in student services, including experience of managing services that support student wellbeing and inclusion</p> <p>Significant experience of service development and delivery at a strategic and policy level, and proven capability for contributing to strategic and operational planning</p> <p>Experience of undertaking qualitative and quantitative research and producing reports for managers and university committees</p> <p>Extensive experience of working with students from diverse backgrounds</p> <p>Experience of managing and leading people, with a proven ability to inspire, advocate, influence and engage others</p> <p>Experience of financial management and resource planning</p> <p>Proven ability to manage complex student casework effectively</p>
Communication Skills	Communicates in a compelling and influential way adapting the style and message to a diverse internal or external audience in an inclusive and accessible way
Leadership and Management	Motivates and leads a team effectively and sets the direction of one or more function, promoting collaboration across formal boundaries
Research, Teaching and Learning	Applies innovative approaches in leading professional practice to support excellent teaching, pedagogy and inclusivity
Professional Practice	Contributes to advancing professional practice in own area of specialism including external networks and conferences
Planning and managing resources	Effectively plans and manages operational activities or large projects to achieve long term objectives
Teamwork	Builds effective teams, networks or communities of practice and fosters constructive cross team collaboration
Student experience	Makes a significant contribution to improving the student experience to promote an inclusive environment for students and colleagues
Creativity, Innovation and Problem Solving	Identifies innovative solutions to problems to bring a wider benefit to the organisation

**Last updated: December 2018**