



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Assistant Head of Student Support, Student Education Service



Salary: Grade 8 (£42,149 - £50,296 p.a.)

Reference: SESSO1260

We will consider job share and flexible working arrangements

Assistant Head of Student Support, Student Education Service

Are you committed to supporting students and ensuring they have the best student experience? Do you have experience of delivering institutional projects, developing and leading teams and effectively planning and directing resources to meet key priorities?

Reporting to the Head of Student Support, you will work in close partnership with a range of professional service colleagues and academic partnerships to further develop our approach to supporting students. You will lead significant service development activities, including an initial priority to further develop our approach to addressing sexual harassment and misconduct and will manage the new team for this area.

Your experience of leading student support teams, delivery service development plans and managing sometimes complex and sensitive student support cases will be invaluable. You will be skilled in bringing a range of stakeholders together to influence and lead them to ensure delivery of new and innovative practice within Student Support, in line with strategic priorities. Actively promoting a culture of continuous improvement, you will identify and implement new elements of support, streamline and harmonise existing processes and aim to continually raise standards.

Please note you will be required to work on campus in this role. If you require any further information please contact the hiring manager.

What does the role entail?

As Assistant Head of Support your main duties will include:

- Working with the Head of Student Support to further define and develop the function of Student Support across the Student Education Service;
- Managing consultation and ongoing engagement with students, academics, and professional services colleagues on improving student support and its associated processes;
- Working with the Head of Student Support to define a service development plan and associated road map to drive consistent student support which ensures that support is student-focused, agile, flexible, responsive to changing student needs and informed by best practice and data-driven insights both across the



service and the wider sector;

- Providing professional leadership and planning during a period of significant change, with the aim of improving the effectiveness and efficiency of the Student Support function and ensuring that Student Support colleagues are appropriately trained, in line with the aims of the Student Education Service;
- Providing leadership, direction and support to colleagues including coaching and developing colleagues, guiding their learning and career development and supporting them through change;
- Managing and coordinating the holistic support for complex student cases to connect all elements of support in the student's interest;
- Developing and managing critical working relationships across faculties, schools, services and the wider University, promoting Student Support and understanding and influencing key stakeholders;
- Leading and managing institutional projects relating to the provision of student support, including the University's response to addressing sexual harassment and misconduct;
- Line managing colleagues as required including the new team established to address sexual harassment and misconduct;
- Developing and delivering presentations to groups of staff and students relevant to the area of work;
- Deputising for the Head of Student Support and providing cover for absent Service colleagues as appropriate.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

What will you bring to the role?

As Assistant Head of Student Support you will have:

- A proven track record in the management of student support at a senior level and of working in partnership with external stakeholders, academic staff, support staff and students to do so;
- Experience of responding to student related serious or complex situations through the coordination with relevant internal and external services and partners;
- A thorough understanding of internal and external developments which relate



- to the student experience, with particular reference to support for students;
- Experience of handling confidential information and responding effectively to boundary issues;
 - Demonstrable ability to lead, develop and manage people effectively, creating an inclusive environment in which all colleagues are motivated and supported to achieve objectives;
 - Excellent communication skills with the ability to develop and maintain strong collaborative partnerships both internally and externally, including gaining buy-in through communicating a clear vision and identifying and discussing benefits and rationales;
 - Experience of leading and implementing service improvements and managing change, taking responsibility for outcomes and ensuring that results are achieved;
 - The ability to work with a high degree of autonomy, including effective planning, prioritisation and an ability to work under pressure to tight deadlines and organise complex and long term activities;
 - A solutions-focussed approach with a high level of analytical and problem solving skills and the ability to use initiative.

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.

Contact information

To explore the post further or for any queries you may have, please contact:

Chris Warrington, Head of Student Support

Email: c.j.warrington@adm.leeds.ac.uk

Additional information

Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.



Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

