



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Deputy Director, Student Experience and Support



Salary: Grade 10

Reference: SESEG1000

Reporting to: Director, Student Experience and Support

Closing date: 5 February 2025

We are open to discussing flexible working arrangements

Deputy Director, Student Experience and Support

Reports to: Director, Student Experience and Support

Key partnerships: Directors/Deputy Directors in Student Education and Experience
Directors/Deputy Directors in Facilities Directorate

Heads of Faculty Student Education Operations

Faculty Pro-Deans for Student Education

Responsible for:

Deputising for the Director, with specific responsibility for the management and of the following functions:

- Student Experience (Student Information Service, Welcome, International Student Office)
- Student Support (Student Counselling and Wellbeing, Harassment & Misconduct, Chaplaincy, Training and Development)
- Disability Support
- Complex Student Support

Overview of the role

Are you passionate about people and can you inspire them to deliver excellent services to support a world class experience? Do you want to be part of a new Directorate as it develops, defining strategy and building networks along with providing leadership across a range of services? Can you create, nurture and maintain meaningful collaborative relationships across traditional boundaries and with a range of internal and external stakeholders? This role requires strategic leadership and teamwork – is it for you?

The Deputy Director of Student Experience and Support is a key role within the Directorate. Reporting to the Director, you will support strategic leadership by providing senior managerial oversight of the student experience and support functions with a particular focus on the development of a collaborative and coordinated approach to the provision of the student experience and support services. Your role has a particular focus on the developments to address the increasingly complex needs of students. As a senior leader in the Directorate, you will work in active partnership with colleagues across services, faculties/schools and external partners to deliver consistent student focused services and experiences.

You will promote collaboration, innovation and compassion through the provision of leadership of specific projects, working closely with students and Leeds University Union. Your focus will be to ensure that a coordinated approach to the student experience and support is accessible and understood by students and staff. You will encourage all your teams to share their skills with wider university staff through training and development events.

Main Duties and Responsibilities

Strategic Leadership, supporting the Director of Student Experience and Support in the development of Directorate plans and strategy; ensuring that service delivery and engagement remain in alignment with this and the university strategy.

- Providing leadership for service delivery and setting strategic direction to ensure that the aims and objectives of functions in Student Experience and Support are achieved in line with university strategy;
- Embedding and leading cross functional teams across Student Education and Experience, schools and other services to gain buy-in and support for the effective development and delivery of the Directorate's functions and processes;
- Leading the institutional response to regulatory developments and national guidance to ensure our approach and services take account of best practice and maintain effective and compliant policy and practice;
- Leading change in services which may include complex organizational developments and require sensitivity;
- To lead, support and engage on relevant transformation programmes and strategic development programmes and/or to make a significant contribution to relevant transformation projects and institutional committees and groups;
- To develop and embed new approaches to listening to students and gathering student focused data, ensuring that the analysis and outcomes inform the creation of strategy and operational delivery of services.

People and Culture

- Developing and embedding a sense of belonging in the services through developing a culture that inspires and cares for our colleagues in alignment with the university values;
- Championing staff engagement across services and teams, supporting leaders to establish effective opportunities for colleagues to play an active role in the design and delivery of approaches and objectives;
- Proactively seeking opportunities to develop teams and colleagues through formal and informal approaches and enabling colleagues to develop themselves.

Service Delivery

- Responsibility for the line management of service heads in Student Experience and Support;
- Efficient management of Student Experience and Support to ensure a streamlined and student focused suite of services;
- Developing and delivering innovative, creative and engaging operational plans with service heads in order to ensure accessible and joined up services for students;
- Working with key stakeholders across teams and boundaries to enable a positive and successful student experience;

- Taking senior management oversight, including taking an active role of the response to student critical incidents.

General requirements

- Establishing high-quality service standards across the university informed by best national and international practice ensuring that student and academic requirements are taken into consideration;
- Create and take a lead role in external networks relating to Student Experience and Support in order to develop the university's approach, reputation and profile;
- Undertaking all activities in line with university values and standards;
- This job description provides a framework for the role. Other duties commensurate with the role and grade may be required.

Qualifications and skills

Essential

- Significant senior-level management experience of student support and student services gained within a large and complex university;
- Experience of leading and inspiring services, teams and individuals to deliver strategic plans and an excellent student experience;
- Well-developed understanding of relevant issues in higher education across the areas of student experience and support;
- A proven ability to lead and manage a large and diverse set of services with multi-skilled teams, setting and achieving high standards of performance and demonstrating well defined people and management skills;
- Highly developed emotional intelligence and resilience and the ability to operate effectively in an ambiguous and uncertain environment, and in response to crisis;
- Significant experience of managing large scale and complex projects with a track record of driving successful organisational and cultural change to improve service delivery;
- Evidence of strong analytical skills and the ability to interpret data, to inform decision making;
- Excellent communication skills at a strategic level, to both internal and external audiences – verbal, written and first-class presentation skills;
- Highly developed negotiation and influencing, networking and ambassadorial skills;
- Outstanding leadership and people management skills, with the proven ability to motivate, support and coach colleagues and manage performance, including through change;
- A commitment to working in open and productive partnership with colleagues, students and stakeholders and the ability to work effectively as part of a senior and multi-faceted team, building positive working relationships;

- Politically astute and sensitive to the priorities and dynamics of an academically led organization;
- Sound commercial judgement; sensitive to academic culture and able to balance this with the needs of a fast-changing market;
- The ability to understand and convey the university's values when deciding on an appropriate course of action.

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 GMT** on the advertised closing date.

Your application should include the following:

- A single **statement** outlining how you believe your existing knowledge and expertise equip you to carry out the role;
- A **curriculum vitae**, detailing your qualifications and experience.

Referees will only be approached after an offer is made and only with your consent.

Contact information

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

Chris Warrington, Director of Student Experience and Support
Email: c.j.warrington@adm.leeds.ac.uk

Additional information

Working at Leeds

We are a campus-based community and regular interaction with campus is an expectation of all roles in line with academic and service needs and the requirements of the role. We are also open to discussing flexible working arrangements. To find out more about the benefits of working at the University and what it is like to live and work in the Leeds area visit our [Working at Leeds](#) information page

Our university

At University of Leeds we are committed to providing a culture of inclusion, respect and equality of opportunity that attracts, supports and retains the best students and staff from all backgrounds. Whatever role we recruit for we are always striving to increase the diversity of our community which each individual helps enrich and cultivate. We particularly encourage applications from, but not limited to, black and Asian people and those who belong to minority ethnic communities, people who identify as LGBT+ and disabled people. Candidates will always be selected based on merit and ability.

Information for disabled candidates

Information for disabled candidates, impairments or health conditions, including requesting alternative formats, can be found under the 'Accessibility' heading on our [How to Apply](#) information page or by getting in touch by [emailing HR via hr@leeds.ac.uk](mailto:hr@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.