

Company: London College Contemporary of Arts (LCCA)
Department: Student Services
Role: Director of Student Services
Reporting to: Deputy Managing Director
Direct reports: Student Services Team
Location: London (x2 campuses) + additional campuses in the future
 (nationwide)
Salary: Competitive

Role Summary

The postholder is responsible for the effective leadership and management of key student services as they develop in line with emerging internal and external agendas critical to the College's development and success, alongside the development and ownership of a coherent student services plan supporting the delivery of the College's strategic plan.

Student Services is a high performing area of the College with a professionally skilled team who develop and deliver innovative, high quality, student focused services to support individual student's learning, aspirations and potential. The focus of the Directorate is to support students with the end goals of improved student satisfaction, retention, outcomes and graduate employability.

A strong team within Student Services provides integrated and cohesive support to students, some of whom may be experiencing complex and challenging circumstances. The team works closely with key partners within and beyond the College to build a holistic approach to provision for supporting students. The area makes a significant contribution to student success, retention, progression and satisfaction and to the personal and professional development of students.

Purpose of the role

This is a senior post tasked with the strategic management and leadership of the College's Student Services mainly, Student Support and Administration, Student Engagement and Student Experience. The post-holder will report directly to the Deputy Managing Director, will be a member of the Colleges Senior Management Team, and is expected to contribute to strategic and corporate planning.

Key Activities & Responsibilities

- To be responsible for the development of strategic and operational plans to embed the College strategies in the structure, management, organisation, performance and development of Student Support and its workforce.
- To promote a culture of strong performance and continuous improvement within Student Services.
- To ensure the Student Services team is appropriately structured and resourced according to the strategic direction of the College

- To establish and maintain clear and measurable operational plans, budgets, management reporting processes and operational procedures.
- To set clear and achievable individual and team goals and standards and create development opportunities aligned to appraisal objectives.
- To provide leadership, advice and guidance to other sections of the College on matters relating to student support through attendance at relevant Committees, relevant institutional policy development and the provision of training.
- To monitor and evaluate mechanisms for student support provided by the College in the light of best practice and use this information to inform strategic and operational planning for improvement in service delivery.
- To establish effective working relationships, and liaison, with key contacts both internally and externally, including student organisations, College teams, relevant external agencies, networks and forums to ensure that support is effectively and efficiently delivered
- To assist the Registrar in all matters relating to the Colleges Prevent duties.
- To lead and contribute, as required, to the development and review of relevant policies, procedures and systems, for ensuring effective, compliant and clearly explained arrangements for student support.
- To develop guidance to assist staff providing support to students in a variety of situations.
- To make an active contribution to the development and effective delivery of the College's growth plans and undertake other duties commensurate with the post
- To ensure compliance with legislative requirements, College policy, health and safety regulations and best practice across the service area.
- The post holder will be dealing with 'restricted information' and 'highly restricted information' as part of their duties.
- As a manager, the post holder has a responsibility to ensure that policies and procedures are followed and that staff receive appropriate induction, training and support, that absence is managed and recorded and that their direct reports receive an annual appraisal.

Health & Safety:

Under the Health & Safety at Work Act 1974 the post holder must take reasonable care of their own health and safety and that of any other person who may be affected by their acts or omissions. The post holder must also co-operate with the College on all matters concerning health and safety and not interfere with, or misuse, anything provided for the purpose of health, safety or welfare. The post holder must follow Health & Safety requirements in line with their training and instruction, and report to management any unsafe acts or conditions, defects in equipment or facilities that have the potential to affect health and safety. The post holder must report to management any injuries they receive whilst at work.

Where post holders line manages staff and services, they will be responsible for the health, safety and welfare of those staff and services in accordance with the College's Health & Safety Organisational Arrangements.

General Terms

➤ Variation to Job Description

This job description summarises the main duties and accountabilities of the post and is not exclusive. The post holder may be required to undertake other duties of a similar level of responsibility. It is anticipated that this job description will change over time in accordance with the needs of the role and the post holder will be consulted on any proposed amendments. Therefore, the College reserves the right to vary the duties and responsibilities of its employees within the general conditions of employment and related matters. Thus, it must be appreciated that the duties and responsibilities outlined above may be altered as required to meet the changing needs of the service.

- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that 'Restricted information' or 'highly restricted information' to which they have access remains confidential during and after their employment at LCCA.

All staff must undergo appropriate data protection training as defined by the Data Protection Policy and comply with the Information Security Policy and IT User Policies including the General Conditions of use of Computing and Network Facilities.

- The College is committed to equality of opportunity. All staff are required to comply with current legislation, policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding vulnerable adults.
- All staff are required to participate in the College appraisal process and should ensure they are familiar with the process, attend the mandatory training and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The College expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role.
- All absence from work must be reported in accordance with the Absence Management Policy and recorded, and staff are expected to be familiar with and follow the Policy.
- The College acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the College not to allow smoking on college premises other than in specifically designated areas.

General responsibilities

- To undertake other duties appropriate to the grade and character of work as may be reasonably required, including specific duties of a similar or lesser grade.
- To adhere to the College’s Equality, Diversity, and Inclusion Policy in all activities, and to actively promote equality of opportunity wherever possible.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act.
- To work in accordance with the Data Protection Act 2018 and UK GDPR.

Requirements for the role

Qualifications/Education

| Essential | Desirable |
|--|-----------|
| <ul style="list-style-type: none"> • Relevant degree or postgraduate qualification or equivalent professional experience • Evidence of a high level of analytical, communication and problem-solving ability | |

Knowledge & Skills

| Essential |
|---|
| <ul style="list-style-type: none"> · Knowledge and understanding of the issues and context within which UK Higher Education operates. · Ability to build and lead a function, producing a service strategy plan and actioning the agreed strategy · Ability to interpret and clearly present complex data and information in an engaging and intuitive way · Excellent organisational and prioritisation skills with the ability to manage and deliver several tasks concurrently. · High levels of numeracy and literacy with attention to detail and accuracy in reports |

- Excellent IT skills and experience of using the full Microsoft Office package. Proficient in the use of Excel and PowerPoint
- Ability to analyse quantitative and qualitative data using appropriate software: including Advanced Excel skills, and/or other relevant statistical applications
- Working with SharePoint or other file sharing systems

Experience

Essential

- Demonstrable experience of gathering, analysing, interpreting, and reporting data and information using a range of different software packages and approaches.
- Highly developed interpersonal skills with the ability to communicate complex information in a clear, appropriate, and understandable way to a variety of audiences, both orally and in writing
- Experience of dealing with staff at all levels, including senior managers and ability to work collaboratively with others to ensure required objectives are met.
- Experience of working to tight deadlines and to manage changes of priority and Schedule
- Ability to scope, manage and deliver large-scale projects across various sites

The post holder may be asked to undertake different or additional duties in line with business requirements at the request of their line manager.

There is an expectation that all employees will maintain the values of the Group and will comply with the code of conduct as well as equality and diversity, GDPR, health and safety and safeguarding policies.

There will be an occasional need to undertake business travel between other sites within London and across the UK.