



# Head of Student Support and Development

## Job Description

---

### **POSITION OVERVIEW**

Department	:	Academic Services, Student Support and Development Team
Reports to	:	Assistant Director of Academic Services
Location	:	St Katherine's Dock, London
Term	:	Full-time; permanent
Salary	:	Up to £50,000 per annum

As the manager of the Student Support and Development Team (SSD), you will lead the College's wellbeing and support provision, necessitating ongoing communication and positive relationships with students, faculty, professional staff, and external service providers to ensure students receive high quality support and guidance. Due to the small size of the College and the team, the Head of Student Support and Development is currently expected to split their time between management of the service and the provision of direct support to students. However, with the continued growth of the College and Service, the role is anticipated to change and develop in the coming years.

### **DUTIES AND RESPONSIBILITIES**

- Provide leadership for student support and development. This includes the general pastoral support for students and additional services for students with enhanced needs (disabled, experience of care, estranged, mental ill-health etc)
- Line management of the Student Support and Development Team (SSD), including the Student Support Coordinator, Student Wellbeing Coordinators, Student Mental Health Advisers, and NU Academic Adviser.
- Provide support, advice and guidance to a caseload of students.

## JOB DESCRIPTION HEAD OF STUDENT WELLBEING

---

- Responsible for the oversight and management of the TARGETconnect system. Leading the on-going development of the system to best meet staff and service needs and reporting requirements. Ensuring data accuracy, system security and compliance with GDPR and other relevant legislation.
- Responsible for the oversight and management of the College's contract with Spectrum Life to provide a Student Assistance Programme, including receiving and reviewing service reports, overseeing referrals to the counselling provision and liaison with relevant Spectrum Life staff to ensure the good running of the service.
- Responsible for coordinating SSD presence on First Point, the student helpdesk, with other student facing service managers.
- Oversee the SSD content on the College's website and on CANVAS (the VLE system) ensuring it is engaging, relevant and actively maintained.
- Lead the College's safeguarding activities. Acting as the College's Safeguarding Lead for children and vulnerable adults and ensuring appropriate duty of care towards adult students. This includes oversight of the College's student risk register and the management of risk in relation to students experiencing serious mental ill health.
- Lead the College's Prevent strategy and act as the College's Prevent Officer. This includes responsibility for regulatory reports and returns and ensuring delivery of appropriate faculty, staff and student training. Liaison with Tower Hamlets, Channel, Police and other relevant parties in relation to Prevent concerns. Undertaking risk assessments of external speakers.
- Coordinate the College's entry to the Student Minds Mental Health Charter Programme and lead the development and implementation of an institutional wellbeing and mental health strategy.
- Lead the College's provision of Mental Health First Aiders. Managing the recruitment, training and on-going support for MHFAs.
- Develop and maintain effective working relationships with external specialists and service providers, such as GP, educational psychologists, dyslexia tutors coaches and counsellors.
- Manage the collection of student feedback on support and services provided and utilise this information to facilitate staff reflective practice and service improvements.
- Maintain a thorough and up-to-date knowledge and understanding of policies, issues and legislation relating to safeguarding, Prevent, wellbeing and pastoral support for students.
- Liaise proactively with other College departments to keep them informed about student support developments.
- Provide the Senior Management Team with termly and annual reports, including metrics, relating to the College's pastoral provision and service usage.

## JOB DESCRIPTION HEAD OF STUDENT WELLBEING

- Ensure student support and development provision is reflective of good practice in relation to diversity and inclusivity.
- Ensure services and all managed staff work in compliance with NCH health and safety procedures, bullying and harassment policy, GDPR and equality policy.
- Occasional travel and work in unsociable hours will be required.
- Any other duties commensurate with the level of responsibility of this post, for which the post holder has the necessary experience and/or training and as instructed by the Director of Academic Services.

### About the College

Founded in 2012, with the aim of providing the highest quality of education in the humanities and social sciences, New College of the Humanities at Northeastern has established itself as a prestigious higher education institution based in the heart of London. We offer a unique and broad liberal arts-inspired curriculum with highly personalised teaching, which may include tutorials. The College is undergoing an exciting period of growth, having become part of Northeastern University's global network in early 2019.

Person Specification	Essential / Desirable
<b>Education, Qualifications and training</b>	
Good undergraduate degree	E
Qualification in management, nursing, social work, counselling, coaching or other professional qualification relevant to this role	E
<b>Experience and knowledge</b>	
Good experience of staff line management, including staff induction, staff development and performance management	E
Significant experience of working in student-facing role(s) within the higher education sector	E
Experience of supporting people with mental health issues, including appropriate management of students in crises.	E
A good understanding of GDPR, the Equality Act and other legislation relevant to the delivery of student support and oversight of student welfare.	E
Significant experience of understanding and appropriately applying or explaining regulations, policies and procedures.	E
Experience of developing and delivering training, preferably on matters related to wellbeing and student support	E
Experience holding responsibilities in relation to safeguarding and/or Prevent	E

## JOB DESCRIPTION HEAD OF STUDENT WELLBEING

---

Experience of providing support to international students on study abroad / student mobility programmes	D
Experience in the development of policies, procedures or protocols	D
Experience of managing TARGETconnect or other CRM system in a student support setting	D
<b>Skills and aptitudes</b>	
Ability to deal sensitively and confidentially with students' concerns	E
Ability to make decisions whilst under pressure and in emotionally charged situations	E
Strong interpersonal skills to work with students and staff at all levels, including senior academic colleagues	E
Excellent listening and written and oral communication skills	E
Ability to work with tact, diplomacy and discretion, particularly when dealing with sensitive or confidential matters	E
Ability to prioritise workload, delegate,, and t to work to deadlines	E
Ability to pay close attention to detail	E
Good IT skills, using Word, Excel, email, Internet	E
<b>Other</b>	
A DBS check will be required	E
Available to occasionally work outside of normal office hours	E

### Application Process

Applications should be made via [this link](#) by 20:00, **30 January 2022**. Please reference your application 'HSSD0122'. Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page and a full curriculum vitae.

Due to the urgency of this role applications will be reviewed on receipt, and it is possible that an appointment will be made prior to the closing date of this job advert. Applicants are therefore encouraged to submit applications at the earliest opportunity.

Applications are welcome from all sections of the community and will be judged on merit alone. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006. We are not able to provide Tier 2 Sponsorship for this role.