

Director for Student Engagement

Job Description

Position Overview

Department	Student Engagement
Location	Devon House, London/Remote hybrid
Term	Full-time; permanent
Salary	£65,000 - £70,000 per annum, depending on experience
Benefits	Generous benefits package including 25 days holiday allowance (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
Reports to	Assistant Vice President for Academic Services and Student Engagement
Line Manager to	Head of Student Support and Development, Head of Student Regulatory Resolutions Office, and Head of Residence Services

The Director for Student Engagement's role is to provide leadership and management of the University's Student Engagement teams:

- Student Support and Development
- Student Regulatory Resolutions Office
- Residence Services

This role will ensure a full range of services that deliver general and specialist information, advice and guidance to students alongside operational wellbeing and disability support. They will ensure that the services follow best professional and sector practice and are compliant with legislative and regulatory requirements

This role will support the Assistant Vice President for Academic Services and Student Engagement with the connection between teams in London and the other parts of the Northeastern Global network, especially Boston, as well as ensuring effective links with faculty facilitating operational efficiency, effectiveness and accountability, and service excellence as well as providing strong operational leadership and people management. On an operational level, this role will also work closely with the Academic

Director for Student Engagement - JD

Registrar, Director of Academic Services, as well as other senior management across the University, to ensure a high-quality student experience.

This role will lead on the University's Prevent Duty, safeguarding and mandatory reporting activities, ensuring that the University is compliant with the relevant UK legislation and Northeastern policies where feasible. This role will also lead on the University's on sexual harassment initiatives, applying Northeastern's procedures as applicable.

This role will also be involved in the development and implementation of strategy, allocating and deploying staff and non-staff resources in line with agreed budgets for student engagement teams.

Duties and Responsibilities

Operational Leadership

- Act as a source of expertise for the University on matters related to student engagement, wellbeing and disability services, including relevant legislation and regulation, and assist in the development and implementation of appropriate policies and procedures
- Support the Assistant Vice President for Academic Services and Student Engagement to propose and manage the budget for Student Engagement staffing and services; and the University meets the associated conditions of registration with the Office for Students and the requirements of other regulatory and professional bodies
- Provide day to day operational leadership and oversight to the Heads of service within Student Engagement.
- Take lead responsibility for managing complex and high-risk student welfare cases.
- Work proactively and in partnership with the academic management teams, and with colleagues within the University to ensure that student engagement, wellbeing and disability services are seamlessly coordinated.
- Monitor and review service effectiveness to ensure continual enhancement of services; including quarterly reports to the University governing body on service demands.
- Work with colleagues to ensure that published information around student support, engagement, wellbeing and disability services is regularly maintained across various media and is compliant with regulatory and professional bodies
- Oversee production of and use of a range of support, engagement and wellbeing guidance and learning resources for both students and staff, to ensure student

engagement and promote student wellbeing and inclusivity.

- Oversee the design, development and delivery of workshops for students and staff, that are relevant to all aspects of student support, engagement, wellbeing and inclusivity
- Provide a high-quality experience to students and to build a strong network across Northeastern University to ensure compliance with relevant Boston promulgated Northeastern regulations, where required.
- Support the response to student crises and critical incidents that fall under Student Engagement teams, ensuring that the University supports its community, exercises its duties appropriately, and protects its reputation, including as required liaison with Boston based staff.
- Build partnerships with local NHS services as well as other health and voluntary agencies to ensure a holistic joined up service for the benefit of students and staff.
- Participate in, and in some cases Chair, various University committees and steering groups commensurate with the position.
- Administer and ensure compliance with London regulations, policies and procedures, and Boston promulgated Northeastern policies and procedures as required.
- Administer and ensure compliance with local laws and regulations as required

Staff Leadership and Management

- Support in the hiring and management of members of staff in Student Engagement with the relevant Head of service.
- Provide ongoing management and coaching to staff and help facilitate their success and development
- Lead, engage and motivate staff and actively support a positive team and institutional culture
- Provide frequent feedback, recognition and coaching to ensure high performance, professional growth and development and if necessary, address unsatisfactory performance
- Plan for and support staff in career and professional development opportunities aligned with the organisation's needs
- Maintain up to date knowledge of Data Protection and Freedom of Information requirements and provide training and support to the team when policies change and/or issues arise.
- Assist staff in navigating business processes and resolving issues.

About the University

Founded in 2012, Northeastern University London has established itself as a prestigious higher education institution based in the heart of London. After becoming part of Northeastern University's global network in early 2019, the University has undergone a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moving to new premises in 2021.

NU London continues to grow taking in more students year on year, further expanding its courses, network, and opportunities.

Person specification

Qualifications

- Honours degree or equivalent professional or vocational qualification

Essential Criteria

- Excellent knowledge and experience of student support services in UK Higher Education sector
- Knowledge and experience of student support services in US Higher Education sector
- Excellent understanding of and adhere to Safeguarding and welfare requirements including being able to fully apply the Safeguarding and welfare rules when supporting students
- Experience of working with external stakeholders, such as regulators, quality bodies and collaborative partners
- Experience of committee membership, including acting as Chair
- Experience of line management and providing training/coaching/mentoring for staff and/or students
- Experience of crisis and/or incident management
- Ability to analyse and understand complex regulatory and procedural documentation
- Excellent interpersonal skills to work with staff at all levels, including executive and board level staff, and senior academic colleagues
- Ability to work creatively and collaborate with colleagues across the global network
- Excellent report, data analysis, and writing skills
- Ability to securely hold and manage confidential information and display discretion, particularly when handling confidential documents
- Ability to prioritise workload, exercise excellent time-management skills, with the ability to work to deadlines
- Excellent organisational skills
- Ability to pay close attention to detail
- Good IT skills, including using Word, Excel, email, Internet and VLE

Application Process

Applications should be made via [this link](#) by **23:59 on 19 September 2024**.

Please reference your application '**DSE0824**'.

Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one A4 page and a full Curriculum Vitae.

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.