

Job Description

Head of Student Services

Reports to Vice Principal, Strategic Partnerships and Professional Services

Responsible for the following student services

- Enquiries advice
- Welfare advice
- Learning Resource advice
- Curriculum administration
- Admissions and enrolments administration
- Campus safety

Main Purpose of the role

To manage a team of up to 25 staff covering the above services, to provide a safe environment, and specialised, high quality and effective support for students.

To ensure that the student service team delivers good customer service to both internal and external customers of the College and meets the needs of learners in enrolment, participation, enrichment, achievement and progression.

As a member of the College Management Team to represent Student Services and liaise effectively with all other CMT members as required.

Key Responsibilities and Accountabilities

Leadership and Management

To lead and direct the work of the Student Services department by providing professional guidance on all issues relating to student support/welfare and to supervise the work of immediate subordinates.

To keep under review and develop the department procedure and working practices and methods to ensure a comprehensive and co-ordinated approach to the delivery of services

To assist the Senior Management Team in the development of the college frameworks for admissions, initial assessment, and induction that support the participation and success of students

To ensure the continuous improvement of student support services and the evaluation of performance against internal and external quality systems including OFSTED, Matrix, Government agencies.

To recruit, manage, performance manage and develop the staff of the department

To act as a designated officer in relation to child protection

Lead on the arrangements for student recruitment including open days

To enhance and develop the support services offered to learners which will enable them to access College services, progress successfully and complete their programmes of study

To assist the Senior Management Team to develop learner feedback systems to encourage the articulation and capture the learner voice

To liaise positively and creatively with MIS, Marketing and Finance colleagues to enhance the student experience and college efficiency

Management of Resources and Implementation

Ensure compliance with the financial regulations of the college

Prepare internal and external bids to secure money for the funding of the department

Draft new policies and procedures relating to student welfare, safety, apprenticeships and enquiries

Make effective use of new technologies to enhance service delivery

Liaise effectively with internal and key external agencies and partners to achieve an excellent service delivery and benchmark against the best in class

Work as member of the College Management Team

Liaise with parents as required within the remit of the role

Central Bedfordshire College

Head of Student Services

Person Specification – Head of Student Services

The following characteristics are required for the job role:

<u>Personal Specification</u>	
<u>Skills</u>	
Ability to provide effective direction and leadership	
Ability to manage external projects	
Ability to manage and facilitate change	
Ability to measure performance across a range of benchmarks and develop appropriate KPIs to assess actual performance against them	
Strong interpersonal skills including listening to, and engaging others, with a willingness to challenge under performance honestly	
Commitment to Quality Assurance procedures and confidence working within a target driven environment	
<u>Data Analysis Skills</u>	
Demonstrating rigour in constructive and developmental interventions	
High level organisational skills	
High standard teaching skills	
True understanding of and commitment to equality and diversity	
Finance and resource management skills	
Project management skills	
Personal networking skills	
Clear communication skills including articulate, confident English speaking, and excellent written communication	
IT literacy to Intermediate level for the Microsoft Office suite and demonstrable skills with any related Admissions software i.e. Unite, Intuition, Pro-Monitor, Pro-Retention.	

<u>Qualifications</u>	
Degree and/or Management qualification	
<u>Personal Qualities</u>	
Creative, innovative, outward looking	
High standard of expectations of staff	
Positive behaviour role model	
<u>Personal Development</u>	
Develop and utilise your coaching skills to the benefit of yourself and your team	
Carry out any other duties as required	