Assistant Registrar - Promoting Community Cohesion and Respect
Student and Academic Services

Closing date: 8 April 2018
Interview date: 4 May 2018
Vacancy reference: 6484
INTRODUCTION

Our aim is to cultivate a community based on dignity and respect that enables students and staff to thrive intellectually and personally in a climate that respects free speech and encourages civilised and robust debate.

This role has been created to enhance our ability to proactively manage behaviour which can have an adverse impact on academic life and individual well-being. It sits within a network of specialist roles which collectively strive to support an excellent student and staff experience.

The role holder will promote inclusivity, dignity and respect in our community by acting as the key point of contact for responding to student conduct that has an adverse impact on academic life. This includes managing our network of voluntary advisers.

In liaison with staff in the various support and welfare services, our communications office and our students’ unions, develop campaigns to promote behaviours that enhance individual and community well-being. With the aim of minimising high risk, illegal and disruptive behaviours, such as, non-consensual sex, use of illegal substances, hate crime, alcohol abuse and bullying or harassment.

Mediate between students and where appropriate refer cases to our Open Door (mental health practitioners) to minimise the impact of disruptive behaviour among students. Where appropriate they will investigate disciplinary offences and refer students to senior staff for disciplinary action. They may also refer cases to statutory services, such as, the Police.
Main purpose of the role

The role holder will work as a mediator, adviser, and investigator with students and staff; and as a facilitator of relevant networks across the University and in wider community. They will play a key role in developing and promoting a climate of well-being, dignity and respect at the University.

They will manage the University’s processes and procedures for responding to incidents of inappropriate behaviour among students and staff, and coordinate actions that will address other behaviours among students that have an adverse impact on study, community relations, health and individual or community well-being.

The primary focus will be on work with students, but since our procedures for managing allegations of inappropriate behaviour cover both students and staff there will be an element of work with staff as well.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

Key responsibilities for this role fall into 4 main areas:

1. Developing and promoting a climate of, well-being, dignity and respect
   - Working across the University community to support strategic initiatives to reduce the occurrence of challenging, inappropriate and illegal behaviour that can disrupt academic life and the student and staff experience
   - In partnership with other University services, develop initiatives that further promote a climate in which people respect each other’s views and differences, and protect the right to free speech and civilised debate
   - Support the development of polices, processes and procedures for promoting dignity and respect,
   - Promote students’ self-agency personal resilience, and their management of their own well-being, and support the work of others in addressing concerns about causes of mental ill-health in our community
   - Develop a constructive and effective network of colleagues who collaboratively support excellence in the student journey and staff experience

2. Investigating allegations of inappropriate behaviour, including sexual misconduct, hate crime, harassment and abuse, and advising on appropriate disciplinary actions
   - Use specialist skills and knowledge to evaluate allegations of all types of inappropriate behaviour.
   - Advise staff on appropriate responses to complex cases involving problematic student or staff conduct
   - Provide advice to staff on dealing with complaints and discipline
   - Where necessary, conduct investigations and support others in investigating cases where students are alleged to be in breach of the University’s disciplinary regulation and make recommendations for disciplinary action.
   - Where appropriate work with, and support, the work of external agencies like the police, social work and probation services

3. Providing support and advice to staff and students to support well being
   - Work with individuals and groups to resolve tensions and explain university policies and the law in order to deescalate problems that may disrupt community cohesion or impact adversely on academic life and the student and staff experience
   - Work with individuals and groups whose behaviour is alleged to be in breach of our behavioural expectations to hear concerns, mediate and resolve disputes and give formal and informal warnings as appropriate
   - Sign post and provide advice to students and staff on appropriate internal and external support services
In cases involving external agencies, ensure as far as possible, that the rights of the individual are protected, and that appropriate legal procedures are followed.

Identify gaps in the skills and understanding of staff involved in managing student conduct and discipline and deliver or source training to fill these gaps.

4. Providing evidence and engaging with internal and external bodies

- Produce and analyse data that evidences the extent of problematic behaviour and cases of misconduct, in partnership with others who contribute to this area of work.
- Report to relevant University committees and external groups including providing specialist judgement and advice on dysfunctional conduct and discipline.
- Uphold the University’s duties in relation to for example the Data Protection Act, the Equality Duty, Safeguarding and Prevent and any others that may apply.
## PERSON SPECIFICATION

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<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Degree or Equivalent.</td>
<td>Essential</td>
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<tr>
<td>Professional training and / or qualification in an area such as policing, social work, probation work.</td>
<td>Essential</td>
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<tr>
<td>Certificated training in an area such as dispute resolution, mediation or restorative justice.</td>
<td>Desirable</td>
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### Knowledge

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<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tr>
<td>In depth knowledge of the law as it relates to equality, harassment, bullying, use of illegal substances, sexual consent, data protection and assault, and other similar activities which can occur among a typical student body.</td>
<td>Essential</td>
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<td>Knowledge of best practice in approaches to fostering acceptable behaviours in people whose behaviour suggests that they may be at risk of offending.</td>
<td>Essential</td>
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### Skills, abilities and competencies

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<th>Essential / Desirable</th>
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<tr>
<td>Proven skills in mediation and dispute resolution.</td>
<td>Essential</td>
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<td>Excellent interpersonal and communication skills including enhanced empathy and listening skills and the ability to explain complex concepts, such as the importance and implications of freedom of speech in Universities.</td>
<td>Essential</td>
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<td>High levels of tolerance, acceptance, self-awareness; and skill in dealing impartially and professionally with complainants and those they are complaining about.</td>
<td>Essential</td>
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<td>Respect for diversity and inclusion and the ability to convey these values in interactions with students and staff.</td>
<td>Essential</td>
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<td>Very high level of personal resilience demonstrated by experience of dealing successfully with the many challenging incidents which will be a regular part of this role.</td>
<td>Essential</td>
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<td>High level of proficiency in use of IT including up to date knowledge of social media and appropriate on line behaviours.</td>
<td>Essential</td>
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<td>Skills required to lead by influence and negotiation rather than by positional authority.</td>
<td>Essential</td>
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<td>Strategies for managing own resilience and handling stressful situations.</td>
<td>Essential</td>
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<td>Data analysis and reporting skills.</td>
<td>Desirable</td>
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## PERSON SPECIFICATION

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<th><strong>Experience</strong></th>
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<td>Substantial professional experience of working with young people whose conduct is challenging and potentially illegal, for example in the Police, Probation Service, Social Work or similar.</td>
<td>Essential</td>
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<td>Experience of working on complex organisations and in organisations which are themselves part of an inter-agency network.</td>
<td>Essential</td>
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### Personal attributes

| **Willingness to work antisocial hours from time to time.**                                                                                     | **Essential**              |
| Clear DBS check.                                                                                                                              | **Essential**              |
STUDENT AND ACADEMIC SERVICES

Student and Academic Services is responsible for providing and improving the principal central services that support student life at York.

Collectively, and in collaboration with other parts of the University, we contribute to improving the experience and success of University of York students and staff by:

- developing aspects of student life that can enhance students’ learning and capability;
- providing the support students need to deal with aspects of student life that can inhibit learning and the assurance of academic standards;
- building college communities in which students feel cared for and able to thrive;
- promoting and facilitating students’ personal development, empowerment, self-reliance, career planning, and employability;
- enhancing the quality of teaching and learning, and students’ academic skills;
- providing the administrative underpinning for the student life cycle.

The Academic Registrar heads up Student and Academic Services and has overall responsibility for the following:

- Academic Support Office which is the leading central service responsible for academic quality assurance and enhancement.
- Careers and Placements has the leading responsibility for student employability.
- Student Services (formerly Registry and Student Support) has four teams: Student Data, Records, and Systems; Student Progress; Student Research and Financial Support; and the Student Hub.
- Open Door and Disability is where you will find the University’s student mental health service and the disability services team.
- Colleges offer students and those staff who join, a smaller community in which they can feel that they are known personally, they have an impact and make a contribution and which can support their academic growth and personal wellbeing.
STUDENT AND ACADEMIC SERVICES

This post will report Director of Campus Life and Wellbeing and will work closely with a wide range of colleagues in the Student and Academic Services directorate, in other professional services, particularly with colleagues in Equality, Diversity and Inclusion and Human Resources, and in academic departments. It will also interact with external agencies such as the Police and York City Council.

Student and Academic Services is the professional services directorate which manages most aspects of the student experience.

Further information about the directorate and our current strategic plan are available on these web pages.

http://www.york.ac.uk/about/departments/support-and-admin/sas/
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities which appear in the world top 100 (2013-14) and 16th in the Times & Sunday Times league table (2018). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University aims to offer a nurturing and supportive environment as an employer. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region’s leading employers.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6484
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 8 April 2018.

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and/or by answering questions.

Help and assistance

Direct any informal queries to heidi.fraser-krauss@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835