Director of Campus Life and Wellbeing
Student and Academic Services

Closing date: 10 May 2018
Interview date: 4 June 2018
Vacancy reference: 6558
INTRODUCTION

The student community is of key importance to our institution. We aim to provide an engaging and supportive environment for the future generation of leaders. The student experience and journey lay at the heart of our decision-making and influences all aspects of our thinking.

The purpose of this new role is to provide leadership to the services that support all aspects of student life and wellbeing. The role has been created in recognition of the increasing complexity of campus life, and the need for tight coordination between the various services that support students, to ensure they can make the most of their university experience.

The role holder will report into the Academic Registrar and provide the bridge between academic departments, Colleges and central support services.

At York we want to offer all our students an outstanding and valuable experience. We aim to ensure that they have an environment in which they can optimise their academic and personal potential. Our structures and services should enhance the students’ experience and support their academic endeavour, but most of all we want our students to enjoy their time at York.

Jo Horsburgh
Registrar and Secretary
Main purpose of the role
To have overall strategic leadership for the campus life and wellbeing portfolio and for all of the teams that contribute to campus life and student pastoral support. Ensuring that both teams and services operate seamlessly and holistically in support of the student experience and wellbeing. This includes all students at all levels of study who are off campus, online, or on a placement.

To provide strategic support for the university mental health strategy, providing a focal point for bringing together academic and professional services stakeholders. Support the leadership of the mental health forum and provide coordination for any externally funded collaborative initiatives.

To ensure York’s approaches to campus life, pastoral support and wellbeing continue to be a key institutional strength and at the forefront of provision and service through focused benchmarking, and membership of professional/sector bodies e.g. AMOSSHE

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

Leadership of Services
- Have leadership oversight of the teams supporting student wellbeing and advice services, including the mental health and disability support services provided by Open Door and Disabilities team, and the student support and student advice teams.
- Have leadership oversight of the College system, ensuring that it provides a supportive and enabling environment for students to succeed and find their place at the University. Support approaches that ensure the Colleges have a consistency of provision and commonality of approach and that the residential system integrates effectively with all other University services.
- Coordinate inclusive approaches for off campus, online and placement students ensuring they feel part of the campus experience irrespective of location of residence.
- Provide leadership to, and strategic oversight of, the campus security team, ensuring services are: people orientated, risk-based, operate to underpin the University vision for wellbeing and support and provide a welcoming service for students, staff, visitors and the wider community.

Cross-functional leadership
- Coordinate a network of other services, from both professional support and academic departments, which are contributing to wellbeing initiatives. Ensuring a holistic, joined up strategy and programme-based approach across the university community.
- Provide the link between professional services and key individuals in academic departments to ensure pastoral services to students are well coordinated and in the best interests of both students and the wider university community.
- Be the coordinating lead where multi-service/directorate considerations are required for decisions or policy regarding the campus experience.

Campus and external engagement
- Maintain a strong relationship with York University Student Union (YUSU) and the Graduate Student Association (GSA) ensuring that the student voice is represented in service provision and that opportunities for co-design and partnering with students’ unions exist in the development of campus life and wellbeing initiatives. Maintain and develop links with relevant student societies to create a wider supportive community of practice.
- Maintain the relationship with the university Chaplains, and representatives from other faiths, ensuring chaplaincy and other faith support, in its widest sense, continues to be included as a key element of pastoral support and that the university’s commitment to diversity continues to be supported through multi-faith provision.
- Maintain and develop the relationship with Unity...
JOB DESCRIPTION

Health (the University’s partner in primary care provision) ensuring that the needs of the University and its community are reflected in the available services.

- Maintain relationships with key external community stakeholders and represent the university externally where required.
- Be a member of, and participate fully in, the University major incident response team (MIRT).

Policy development and regulatory oversight

- Hold accountability for the community cohesion and respect agenda, ensuring that a proactive programme of activities supports positive student behaviour, university values and maintains the university’s position in the wider community. Ensure the university’s student discipline framework remains fit for purpose.
- Be the institutional lead on ensuring the university has a robust and fit for purpose safeguarding policy applicable to all areas of operation. Maintain oversight for the management of, or advice to, any safeguarding case or concern through to resolution.
- Keep abreast of legislative changes and requirements, ensuring that University policies, services and processes remain legislatively compliant and fit for purpose. Ensure that all services adhere and comply with relevant professional body or sector requirements.
- Provide strategic oversight of the statutory Prevent agenda as a safeguarding and wellbeing approach. This includes being the institutional operational point of contact, representing the university at relevant events and fora, managing the institutional action plan, and ensuring monitoring returns are prepared in line with regulatory requirements.

Change Leadership

- Provide active leadership to change programmes, projects or initiatives in support of campus life and wellbeing, contribute to wider university strategy and policy from the campus life and wellbeing perspective.
- Proactively support and lead change improvements within own service areas and contribute the campus life and wellbeing perspective to service or process improvement activities led by others, as required.
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Educated to degree standard</td>
<td>Essential</td>
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<td>Relevant professional qualification or evidence of recent professional development from, for example, social work or other cognate services</td>
<td>Desirable</td>
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## Knowledge

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<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tr>
<td>Knowledge and understanding of the current issues related to student wellbeing, with a particular focus on higher education</td>
<td>Essential</td>
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<td>A comprehensive understanding of the relevant legislative frameworks surrounding Mental Health, Safeguarding, and other statutory duties, for example, Prevent</td>
<td>Essential</td>
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<td>Knowledge of the opportunities and challenges in on-campus student residential services</td>
<td>Desirable</td>
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## Skills, abilities and competencies

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<th>Essential / Desirable</th>
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<tr>
<td>An ability to engage colleagues from other areas of the University in the pursuit of the University’s strategies in relation to the student experience and wellbeing</td>
<td>Essential</td>
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<td>Proven record in effectively leading and managing a large and diverse team</td>
<td>Essential</td>
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<td>Significant experience of managing and developing a broad range of pastoral services, in a large and complex organisation</td>
<td>Essential</td>
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<td>Demonstrable experience of policy development and subsequent delivery of a change in service provision across a complex institution</td>
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<td>The ability to represent the University externally at the highest level</td>
<td>Essential</td>
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<td>The ability to develop and articulate a progressive, innovative and strategic vision for Campus Life and wellbeing in support of the aims and objectives of the University</td>
<td>Essential</td>
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<td>Proven organisational, operational and project management skills within a complex environment</td>
<td>Essential</td>
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<td>Resilient with an ability to perform well under pressure, to lead institutional responses to incidents and act under their own initiative in emergency situations</td>
<td>Essential</td>
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## PERSON SPECIFICATION

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<th>Experience</th>
<th>Essential / Desirable</th>
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<tr>
<td>Significant experience of managing a broad range of pastoral services, in a large and complex organisation</td>
<td>Essential</td>
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<tr>
<td>Extensive experience of successful leadership at an appropriately senior level within higher education or a similarly complex organisation, including the management of staff and resources, and the ability to bring about change</td>
<td>Essential</td>
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<td>Extensive experience of developing and implementing strategies to support, residential, or campus life, and wellbeing communities</td>
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<td>Extensive experience of identifying, managing and mitigating risks</td>
<td>Essential</td>
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<tr>
<th>Personal attributes</th>
<th>Essential / Desirable</th>
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<td>Highly developed skills in influencing, negotiating, and communicating across a large and complex organisation</td>
<td>Essential</td>
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<td>The capacity to inspire, innovate and successfully lead change</td>
<td>Essential</td>
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<td>The capacity to establish and maintain positive relationships with a wide range of people and to be a constructive team player</td>
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<td>Demonstrable personal and professional commitment to the University’s strategy, vision and values</td>
<td>Essential</td>
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<td>Personal credibility and the ability to establish trust with all members of the University community</td>
<td>Essential</td>
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<td>High degree of personal resilience, with proven coping strategies</td>
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<td>Able to work out of hours in response to service needs</td>
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<td>Calm in crisis with the ability to make good decisions under pressure</td>
<td>Essential</td>
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At York, we want students to have an unrivalled experience, to make friends for life, discover new passions and learn invaluable skills that will set you up for a bright future.

“At York I was challenged to think independently, experiment with new activities and have ambitions beyond what was comfortable and familiar. The university’s environment is one that encourages its students not only achieve excellence academically, but also look beyond the books and grapple with new experiences. As soon as you arrive, you’ll feel the friendly and supportive welcome to the University’s community, surrounded by a green and open campus, with the historic and beautiful city of York as a backdrop”.

Alex Urquhart, YUSU President 2017/18

College life
York is one of a handful of UK universities with a college system. When students join us they become a member of a small, distinct community, which becomes their home from home whether they live on or off campus. Colleges also provide a network of support and a calendar of events and activities to help students settle in, develop skills and exploring interests. Our students have the opportunity to meet people of all ages, nationalities and disciplines and most likely make friends for life.

Students’ Union (YUSU)
The University of York Students’ Union, better known as YUSU, is here to help students make the most of their time at university. YUSU represent student views and play a huge part in the vibrant student experience at York both on and off campus. YUSU’s run for, with and by students. It’s led by a team of elected full-time sabbatical officers, who are all York students or recent graduates. For further information please see www.yusu.org

Graduate Students’ Association (GSA)
York are one of only a few universities in the UK to have an independent student-led organisation specifically for postgraduates. The GSA is led by a team of elected officers who are all York students or recent graduates. They represent postgraduate students’ interests at all levels, from the University Council to individual departments. They work in conjunction with the Students’ Union (YUSU), colleges and the University to ensure postgraduate students are well supported during your time at York.

York Futures
During students time at York we offer them the chance to develop their skills, strengths and leadership qualities through a series of activities and opportunities. Enabling them to build a rich portfolio of skills and experiences to enhance their CV, impress employers, set up their own enterprise or prepare them for further study.

York Futures, help students to understand the options available to them, reflect on their experiences and make plans for moving toward a career they’ll thrive in. Our unique approach starts early in their time at York, giving students the time to explore your options and take full advantage of our broad range of personal development opportunities.

As part of York Futures, students can get involved with:

- York Strengths Programme
- societies
- volunteering
- enterprise
- placements, internships, and part-time work
- study abroad opportunities
STUDENT AND ACADEMIC SERVICES

As one of the largest professional service directorates Student and Academic Services makes a significant impact on the University’s ability to achieve its ambition of offering an outstanding and valuable experience and to support our colleagues in achieving excellence in research, teaching and the student experience.

Our staff are committed to providing excellent services of a high professional standard. We aim to support staff capability, and recognise and manage performance so that we recruit, develop and retain staff who are among the best in their professional area.

Academic Support Office which is the leading central service responsible for academic quality assurance and enhancement. They work with academics and provide services to students to improve students’ learning, and support and develop staff who teach and support learners.

Careers and Placements has the leading responsibility for student employability. They work to enhance students’ skills, aspirations, experiences and career planning so that all students feel supported in understanding and achieving their potential and goals.

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. The Student Hub provide a single access point for many key support services in one place.

Open Door and Disability is where you will find the University’s student mental health service and the disability services team. The teams work with students to develop strategies to overcome challenges so that they are successful academically and in their wider lives. The Student Hub is the first point of contact for these services.

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.

Security is responsible for ensuring the safety of over 18500 staff and students plus the many thousands of visitors the University receives each year. Our aim is to provide a safe environment to support the University’s objectives of ensuring world class teaching, learning and research.

Our collective aim is to ensure that students have an exemplary experience and are able to achieve their full academic potential, that the university complies with external requirements, that our provision is of the highest professional standard, and that this quality is evident, consistent and recognised. Our aspiration is to lead the University in ensuring that our students have an exceptional and transformational experience:

Student and Academic Services Strategic Objectives

Objective 1
To deliver support, development and administrative services that are user-focussed, accessible, efficient and effective.

Objective 2
To integrate the colleges within Student and Academic Services, ensuring coordinated support and development opportunities across the directorate that are student-centred and student-led

Objective 3
To support our student community in developing the academic, personal and social skills necessary to engage with a complex and demanding world and in aspiring to achieve great things in their lives as graduates

Objective 4
To develop clearer strategies for communicating with our stakeholders and users, to ensure they are aware of and understand the purpose, professionalism and value of our services; and to ensure that we listen to our students and other stakeholders and gather appropriate data to help with the regular review of our work.

Objective 5
To work together across Student and Academic Services to ensure effective cross collaboration between teams, the opportunity to develop new approaches and innovate where needed and adapt when new challenges arise.

Objective 6
To further develop our relationships with staff in academic departments and other services to ensure optimal support for them and effective working of our own teams in order to improve the experience of students and enhance the reputation of the University as a whole.
In addition to the direct reports above, the Director of Campus Life and Wellbeing will also have these indirect reports: All college staff (17), the Student Hub team including front-of-house (12), Student Support Coordinator: Distance Learners, Open Door and Disability teams (16), Security team (25).
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2018 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 are ranked 16th in the Times & Sunday Times league table (2017). 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 is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

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](http://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 6558
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 10 May 2018.

What will I need?

You will need to upload:

- your CV
- a letter describing how you meet the requirements of the job

You will also need details of 2 referees.

Help and assistance

Direct any informal queries to Paul Ellison paul.ellison@york.ac.uk

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

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