Senior Colleges Manager

**Department:** Colleges, Student Life and Wellbeing

**Hours of work:** Full Time / 37 hours a week - this role will require flexible working due to activities that occur in evenings and weekends - specifically but not exclusively in term time

**Contract type:** Open

**Salary:** £51,034 - £59,135 / Grade 8
Introduction

The University was established with a collegiate system to support the creation of communities that can enhance scholarship and enrich the student experience. This role was created following a review of how colleges operate at the University of York. The role acknowledges the important contribution colleges make to the student experience at York. Colleges are critical to creating a breadth of opportunities, learning experiences and skills for students by providing an inclusive and supportive environment which encourages students to thrive in their academic endeavours and engage more readily in social activities and experiences beyond their academic studies. All students are members of one of our nine colleges. York students say that being in a Collegiate system offers a richer experience by:

- providing an instant community with a rich programme of events that help them to settle in and make friends;
- offering opportunities for leadership and engagement in sports and activities for people of all levels of ability and commitment;
- a managed and supportive community that helps students to develop skills, resolve problems and overcome issues which could otherwise inhibit their academic success

The Student Life and Wellbeing team works to enhance all aspects of student life and experience at the University of York, it is part of the Student and Academic Services Directorate. The Team delivers a range of services to students and staff including:

- Student led activities delivered through the creation of cohesive college communities
- Pastoral support, resources and advice
- Promoting wellbeing to students through a range of interventions the delivery of psychological and mental health support
- Advice and support to students who have a disability
- A central point of contact for student support delivered by the ‘student hub’ providing a range of specialist advice and support, e.g. finance, money management, housing queries, international student support - visa and immigration
- Promoting diversity, inclusivity and intercultural sensitivity and respect
- Responding to emergency and crisis situations
- Providing a 24/7 365 first response for staff and students through security services
- Coordination and support for student conduct and discipline matters specialist support for students who have experienced sexual misconduct
- Providing resources and advice for staff supporting students

Condition of employment

This role is exempt from the Rehabilitation of Offenders Act. Consequently, all applicants will be asked to declare both unspent and spent convictions on their application form. Appointment of the successful candidate will be conditional on a Disclosure and Barring Service check.
Main purpose of the role

The Senior Colleges Manager will be a full-time strategic leader for the college communities responsible for the overall management, extracurricular and support operations of the 9 campus based colleges. The post holder will provide leadership, line management and support to all the College Managers and their teams. These teams provide college wellbeing and welfare services which are both proactive and reactive, they create a strong sense of college identity, belonging and community through opportunities to engage with a range of college based initiatives with resident and non-resident college members. The collegiate structure provides opportunities for students to engage and gain skills and experience through participating in student-led activities.

The main focus of the role is to lead and manage the team of 9 College Managers, who provide the operational day to day management of the colleges, supporting them to deliver a programme of activities in the college which supports:

- Creating cohesive college communities - through the use of structured social events, physical activity and welfare interventions to develop an environment which enables students from diverse backgrounds to live independently as a supportive and inclusive community
- Developing skills and employability - encouraging and supporting a programme of largely, student-led activities, in conjunction with other departments to help students improve their skills and employment prospects, and develop their leadership skills and abilities
- Promoting wellbeing - providing support for students who are having difficulties and maybe in distress, enabling them to develop self-reliance and resilience; through a range of sporting, social and welfare activities
- Promoting diversity, inclusion, respect and intercultural sensitivity - provide opportunities for students to expand their knowledge and understanding of different and new cultures and experiences.

The role will also support the Director of Student Life and Wellbeing in the development and delivery of the colleges' strategy which will articulate the core goals of the college programme and experience.

Key responsibilities

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

- Work with the Director of Student Life and Wellbeing or their nominee to manage the development and delivery of the College Strategy to provide, where possible, a consistent student experience across all colleges
- Support the planning, resourcing and establishment of two new college developments on Campus East in 2020/21/22
- Effectively manage the overall colleges' budget currently circa £1.36m on behalf of the Director of Student Life and Wellbeing
- Develop the arrival, orientation and transition plans for the colleges, welcoming circa 6,500 new students each year to the University campus
• Proactively encourage the development of college communities that are cohesive, respectful and inclusive, with opportunities for leadership and learning, creating a sense of stretch and challenge for students.
• Proactively promote wellbeing initiatives within college communities, providing a range of extracurricular opportunities for students, including physical activity and the development of independence and personal resilience.
• Take an active oversight of the development and delivery of training for student leaders to enable them to carry out their roles as well as supporting their learning and development, and ensure its delivery across the Colleges.
• Line manage and provide leadership to the College Managers - including performance management, motivation and coaching to identify and address their development needs.
• Support the College Managers with respect to succession planning, recruitment and selection of the College Team.
• Work with colleagues in the Office for Philanthropic Partnerships and Alumni to coordinate fundraising and other crowdsourcing activities.
• Work collaboratively with colleagues from across the University and Students’ Unions to ensure that colleges are considered in the range of activities to enhance the student experience.
• Contribute to, and at times manage, University-wide projects that will have significant impact on the work of the colleges and the student experience.
• Active member of key university committees, e.g. Student Life Committee, which require a college perspective. Write and present relevant reports for consideration by committees.
• Participate in student-related procedures that support appropriate behaviour and attendance, i.e. support to study/attend and student conduct (Regulation 7).
• Be an active member of the Student Life and Wellbeing Management team - supporting a coordinated and collaborative approach to ensure the University is able to provide effective and integrated frontline services to students, and effectively perform our duty of care towards students and staff.
## Person specification

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>A degree or equivalent professional qualification</td>
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<tr>
<td>Postgraduate qualification</td>
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<tr>
<td>Mental Health related qualification e.g. MHFA</td>
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### Knowledge

1. Understanding of student behaviour and theories of student learning and development | E |
2. Understanding of indicators of mental health concerns and relevant professional agencies to assess and refer critical cases | E |
3. Understanding of the legal framework as it relates to activities which this role may typically provide advice on e.g. equality, harassment, use of illegal substances, sexual violence, data protection, freedom of speech | E |
4. Knowledge of Higher Education and University regulatory framework | E |

### Skills, abilities and competencies

1. Excellent interpersonal and leadership skills and an ability to work cooperatively across multiple teams | E |
2. Excellent oral and written communication skills | E |
3. Ability to deal sympathetically, realistically and constructively with students in relation to welfare and discipline | E |
4. Ability to prioritise and work flexibly in response to changing priorities and timescales | E |
5. High level of personal resilience demonstrated by experience of dealing successfully with many challenging incidents | E |
6. High level of proficiency in use of IT including up to date knowledge of social media and appropriate on-line behaviours | E |
7. Ability to undertake data analysis and write clear and concise evidence-based reports | E |

### Experience

1. Successful track record of managing, motivating and leading large and successful teams | E |
2. Experience of dealing with confidential, complex and time sensitive urgent and emergency situations | E |
| Experience of dealing with pastoral and disciplinary matters | E |
| Experience of working successfully in a role requiring high levels of persuasion, negotiating and diplomacy skills based on mutual respect and trust | E |
| Experience of successful budgetary management and responsibilities | E |
| Experience of mentoring student leaders or volunteers, or developing resources to support their training and development. | D |
| Experience of project management, planning and decision making | D |

**Personal attributes**

| Empathy with the needs of students and an interest in welfare and development of students within the College | E |
| Enthusiasm and a strong commitment to continuous improvement and the student experience | E |
| Ability to work flexibly, evening, weekends as required. | E |
| Demonstrates integrity, openness and honesty with a strong commitment to equality and diversity | E |