

**JOB DESCRIPTION**

**Director of Students, Education and Academic Services**

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| **Job Title:** Director of Students, Education and Academic Services | **Present Grade:** Senior Salary |
| **Division:** Student and Education Services | |
| **Directly responsible to:** Deputy Chief Executive (Operations) and Secretary | |
| **Supervisory responsibility for:**  Academic Registrar; Director of Employability; Associate Director (Student Wellbeing and Inclusion); Deputy Academic Registrar (Curriculum Transformation); Divisional Administrator (total staff c 150). | |
| **Other contacts** | |
| **Internal:**  Vice-Chancellor, Deputy Vice-Chancellor, Deputy Chief Executive (Operations) and Secretary, Pro-Vice-Chancellor (Education), Pro-Vice-Chancellor Global, University Academic Dean, Dean of Colleges, University Associate Academic Dean for Students, Director of Finance, Executive Deans and Associate Deans, College Principals, LUSU staff and officers, Heads of Department, Directors of Professional Services and Heads of Faculty Operations, colleagues in the broader Professional Services team and in Colleges, Faculties and Academic Departments. | |
| **External:**  Key stakeholders in external agencies, e.g. OfS, Jisc, Lancashire Police, NHS, Internal Auditors, External Auditors, Teaching Partners and relevant professional bodies | |
| **Job Purpose:**  To be the professional lead with responsibility for ensuring that divisional functions, processes and people are effectively organized, resourced and aligned with the University’s strategic priorities and the needs of services users, across a diverse range of functions supporting academic administration across the student lifecycle, including registration, timetabling, assessment, student wellbeing, student discipline, careers and employability, immigration compliance, student appeals, and quality assurance and enhancement.  As a senior member of the Professional Services Executive Group, contribute to the wider development of the University’s professional services and academic support arrangements and deputise for the Deputy Chief Executive (Operations) and Secretary in relation to student, education and academic services matters.  **Major Duties:**  Working closely with academic senior managers across the education, student experience, and international briefs, provide professional advice to promote innovation and best practice in implementing the University strategy across student and academic services.  Lead engagement with faculty, departmental and divisional professional services staff in designing effective end to end processes across student, education and academic services which are user-centred, efficient and value for money, promoting a proactive and innovative culture and supporting understanding and use of digital innovations.  Continue to develop services which create more opportunities for self-service and 24/7 delivery through the use of online applications suitable for Lancaster students wherever they are based in the UK or internationally, including meeting the needs of the diversity of the student body and regulatory and compliance context of those services.  Ensure that the range of systems supporting student and academic services are adequately supported and resourced, and that the data quality and integrity within and across these systems is high, compliant with required data returns, and can be utilized to deliver actionable management information.  Develop and maintain effective networks both nationally and internationally to inform and influence good practice and to ensure that SES services are aligned with the ambitions of the University’s strategy.  Work closely with the University Associate Academic Dean for Students to develop appropriate services, structures and processes to support the student experience.  Ensure that there are timely and direct feedback and engagement opportunities for service users (students, staff and external users) to inform service improvement, meet the needs of the various stakeholders, and resolve issues or concerns quickly.  Take strategic oversight of development, resourcing and implementation of the wellbeing services supporting students.  As the University’s Designated Safeguarding Lead for Students, ensure that robust and effective policies and processes are in place and implemented through the network of Local Safeguarding Officers to meet safeguarding requirements.  Ensure that robust and effective policies and processes are in place to meet requirements in respect of all relevant areas of compliance including but not limited to UKVI, OfS, PREVENT, Equality Act, GDPR.  As a member of the Emergency Management Silver Team (and as one of the identified Senior Incident Officers and Chairs) provide direction and leadership during major incidents and in the development of procedures to ensure appropriate measures are taken to support the continuity of business during and immediately after any major incident.  Ensure, through delegation, that SES has lines of communication and protocols in place with the medical practice on campus to deal with any outbreak of communicable diseases on campus.  Provide strategic oversight, through delegation, for the development and operational delivery of key University measures of success in relation to graduate employment and effective links with employers to support employability related targets and priorities.  Ensure Performance and Development Reviews are undertaken throughout the Division, and that they contribute to the identification and delivery of staff development and training, workforce management, and succession planning.  Ensure that staff delivering services across the Division feel empowered to make changes within identified boundaries as a result of the on-going development of a culture of continuous improvement.  Establish internal and external KPIs for the Division and the University in relation to academic and student services.  Manage the SES budget to ensure that resources are deployed as effectively as possible and identify opportunities for reduction in duplication and improved efficiency across the academic services portfolio. | |