

**JOB DESCRIPTION**  
**Vacancy Ref: A2852**

<b>Job Title:</b> Associate Director (Student Wellbeing and Inclusion)	<b>Present Grade:</b> Senior Salary Level 4
<b>Department/College:</b> Student Based Services	
<b>Directly responsible to:</b> Director of Students, Education and Academic Services	
<b>Key contacts of the role</b>  <b>Internal:</b> members of University Executive, academic staff, College Principals, staff in academic departments, faculties and colleges, Service Heads and their teams, officers and staff in the Students' Union, Chaplaincy, partners on campus, divisional staff.  <b>External:</b> health service providers, law enforcement agencies, third sector organisations, child protection authorities, Coroner's office, other external agencies, prospective students and parents/guardians, care and learning support agencies, sector-level groups such as AMOSSHE, UUK, GuildHE and other HEIs. Policy-makers and national lobby groups. Staff and students in partner institutions and collaborative institutional partners.	
<b>Role Purpose</b>  <p>The purpose of the role is to shape the future of the University's student wellbeing offer in order that it remains sector-leading, innovative, inclusive and sustainable. The role-holder will, in collaboration with others, determine how the University will support students to achieve their full potential through good health and wellbeing.</p> <p>The role-holder will be expected to engage with internal stakeholders and external partners to lead on institutional initiatives involving wellbeing.</p> <p>The role-holder acts as the expert strategic partner on student wellbeing and inclusion for academic departments, faculties, colleges and other services.</p> <p>The role-holder holds functional responsibility for all central student wellbeing services including clinical oversight of the Counselling and Mental Health Service and responsibility for co-ordination of the Chaplaincy. They will work in partnership with other areas to ensure an inclusive student experience.</p>	
<b>Key responsibilities</b> <ol style="list-style-type: none"> <li>1. Develop and determine the strategic direction of the University's student wellbeing and inclusion offer, overseeing implementation of relevant strategies, ensuring such direction is in line with the University's strategic objectives.</li> <li>2. Guide and shape the University's future student wellbeing support provision taking account of relevant sector, government, national and regional policy and practice environments.</li> <li>3. Create and exploit partnership working across all relevant areas in the embedding and promotion of student wellbeing and inclusion in all relevant areas of delivery for students.</li> <li>4. Develop effective strategies for responding to personalised, and often critical, student support requirements.</li> <li>5. Establish institutional performance indicators for student wellbeing and develop the use of robust and reliable internal data and student feedback to drive improvements and future development of the University's supportive infrastructure.</li> </ol>	

6. Set, oversee and monitor service standards for central student wellbeing services and their interface with colleges, faculties, departments and other central services, ensuring that service design is user-centric and is digitally-enabled as a default.
7. Develop and shape the future organisation of people at divisional level and in other areas to ensure the University is equipped with and develops suitable capability to respond appropriately to the future wellbeing needs of students. This involves providing clarity about role expectations and competencies across all areas providing wellbeing support and setting clear boundaries for different roles across the institution.
8. Oversee the development and delivery of key University events which support student wellbeing and inclusion, in partnership with others.
9. Provide appropriate global and inter-cultural focus for student wellbeing and inclusion at the Bailrigg campus and for off-campus study, whilst ensuring also that, in collaboration with University partners delivering Lancaster University degrees in other locations, there is appropriate provision on our other campuses.
10. Determine and enact, in consultation with relevant parties, an external engagement strategy for student wellbeing which exploits local, regional and national opportunities in order to influence policy, partnership working and improving student wellbeing.
11. Engage with other providers, particularly the NHS, to ensure that specific needs and emerging priorities for student wellbeing are communicated and planned.
12. Lead on the ongoing development of the University's policy and statutory compliance environment in relation to student wellbeing, championing change in line with internal and external drivers and ensuring robust enactment.
13. Engage in the strategic planning of institutional resource deployment to support student wellbeing and inclusion to ensure the University complies with its statutory obligations and that priorities are identified and investment optimised.
14. Collaborate as required to exploit opportunities to establish additional income streams and lead on external funding bids as required.
15. Lead on divisional or institutional projects as required from time to time.
16. Support the Director of Students, Education and Academic Services in leading the Student and Education Services (SES) Division and in wider improvement of cross-service collaborations, acting as delegate where necessary.