

Associate Director (Student Wellbeing and Inclusion)

Job Briefing Pack October 2019

Closing Date: 11th November 2019 | Ref: A2852



Executive Summary

Lancaster's strengths in research and teaching combine with our vibrant, diverse community, beautiful campus and international collaborations to position Lancaster as a truly distinctive collegiate university.

Competition for undergraduate places is the highest it has ever been, and Lancaster graduates are performing very well in an increasingly competitive job market.

Lancaster was named International University of the Year in the Times and Sunday Times Good University Guide 2020 and were 3rd in the UK for graduate level employment in the Times and Sunday Times Good University Guide 2019 and Complete University Guide 2020 with 89% of Lancaster students going into professional work or further study after graduation.

At Lancaster University, we place great emphasis on an excellent student experience and students work with academics who are experts in their field. We provide an environment that is conducive to learning for a culturally and ethnically diverse student and staff population, on a friendly campus that is part of one of the safest campuses in the UK voted joint 3rd for security in Times Higher Student Experience Survey 2018. Over £170M has been invested into the campus since 2013 with up to £250M planned over the next 5 years.

Lancaster University has an international outlook, but also a strong commitment to engage regionally and nationally, working closely with its strategic partners in the Public, Private and Third Sectors.

Students and staff from over one hundred countries make up a thriving community based around nine colleges. Lancaster's community extends far beyond the campus with research, teaching and student exchange partnerships with leading universities and institutions in 24 countries around the world from China to Brazil, including our current overseas teaching partnerships and campuses in China, Ghana and Malaysia and is establishing a university campus in Leipzig, Germany.

Following the University's golden anniversary in 2014, we continue to celebrate the inspiring work of our academic community and extend the opportunities that Higher Education brings to students from all backgrounds.



Paul Boustead, MSc, Chartered FCIPD
Director of Human Resources and Organisational Development



Our University

Lancaster University is an international leader with an emphasis on excellence in research, teaching and engagement. This reputation is reflected in our ranking in the UK top 10 in three major UK rankings (8th in The Times & Sunday Times Good University Guide 2020, 7th in The Guardian University Guide 2020 and 7th in The Complete University Guide 2020).

The University was named International University of the Year in the Times and Sunday Times Good University Guide 2020 and 'University of the Year' 2018 by the Times and The Sunday Times and 139th in the Times Higher Education World University Ranking 2020.

In the National Student Housing Awards 2019 Lancaster's accommodation was awarded Best University Halls. This is the eighth time we have won this award since 2010.

At the same awards, we also retained the International Accommodation Quality Mark, for providers that achieve higher than 90% satisfaction from their overseas students.

Lancaster University has been awarded the highest possible ranking in the UK government's Teaching Excellence Framework (TEF) rating, which aims to recognise and reward excellence in teaching and learning in UK institutions.

The TEF Gold rating is based on high-quality teaching, excellent teaching facilities, and the career opportunities provided to graduates. The University's research has also been rated as world-leading in the latest Research Excellence Framework (REF), which assesses the quality and impact of research submitted by UK universities across all subjects. In the last research assessment exercise, 83% of our research was rated 'internationally excellent' or 'world-leading'. Our research is truly international in focus with research partnerships in over 60 countries around the world. Lancaster University is also proud to be a member of the N8 Group, a research partnership of the eight most research-intensive universities in the North of England.

A major strength of Lancaster University is its thriving ecosystem of interdisciplinary research and cross-Faculty working. This collaborative approach is fostered by its mixture of formal and informal structures - including Institutes and University Research Centres - bringing together experts from different disciplines to address regional, national, and global challenges. The University comprises 13,500 students and around 3,400 staff. Lancaster is one of only a handful of universities with a collegiate system which has helped to forge a strong sense of identity and loyalty, and continues to be a distinctive feature of Lancaster University life.

Our campus has transformed over recent years due to a number of significant redevelopment projects, including the refurbishment of the library and multi-million pound investments in other facilities across the University.



Our Strategy for 2020

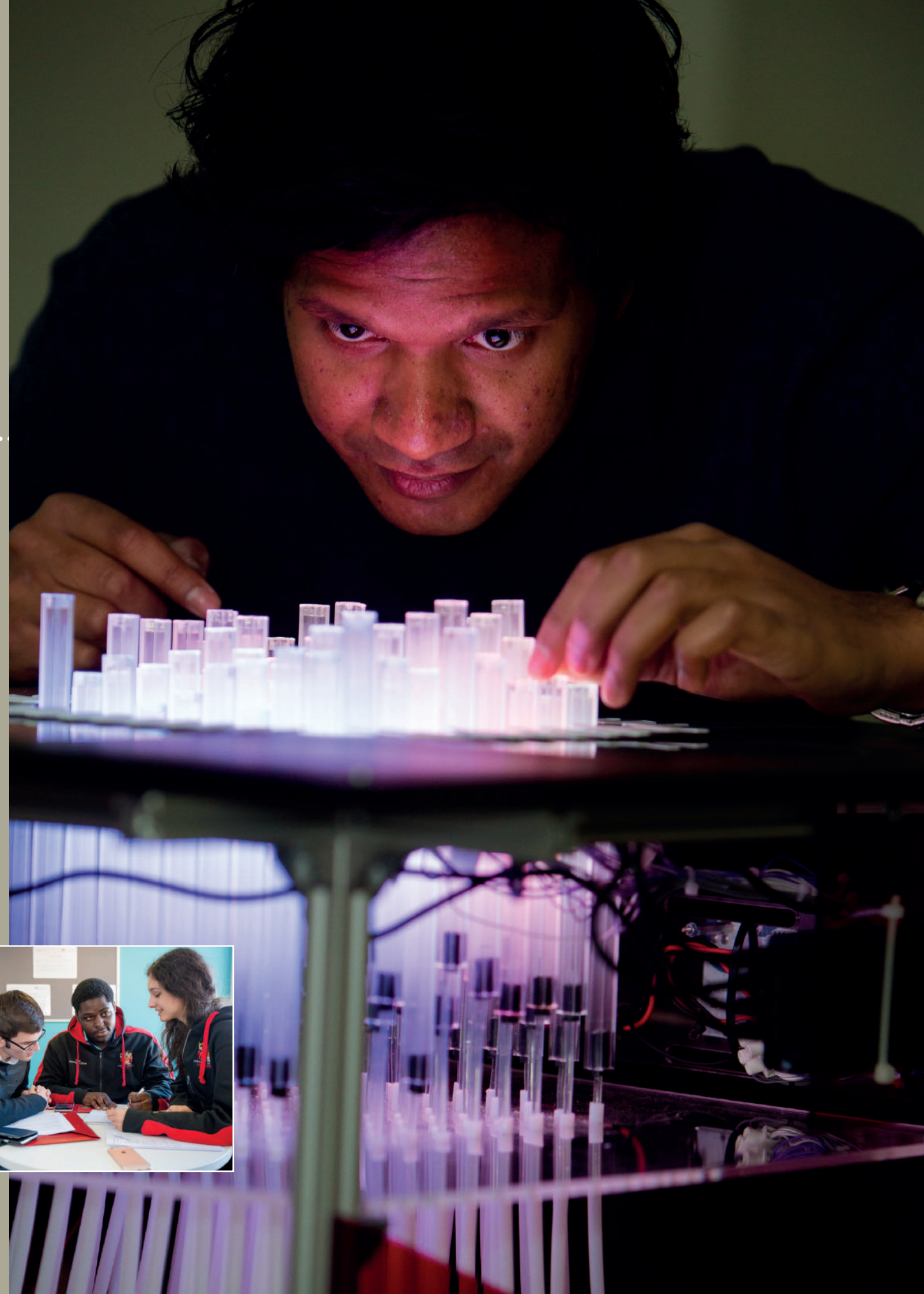
Our strategy is to become a University that is globally significant – a leader in higher education that provides the highest quality research and teaching, and engages locally and internationally on the issues and debates of the day and of the future.

Driven by research and stimulating learning, the globally significant University informs and changes practice and thinking worldwide. Our strategy is founded on three priorities of equal importance. Success across all three of these domains will be critical if we are to fully realise our strategic goals. In the rapidly changing context of UK higher education, the University community has identified that we now need to increase our engagement with third parties, enhance our reputation and continue to grow in scale. We have reviewed and updated our objectives to reflect these factors, and new or revised objectives are highlighted against each of our three overarching priorities.

The priorities are:

- Research that changes practice and thinking
- Teaching that transforms society and the lives of people in it
- To actively engage with students, businesses and our communities

Further details on
our Strategic Plan can
be found at:
[www.lancaster.ac.uk/
about-us/strategic-plan/](http://www.lancaster.ac.uk/about-us/strategic-plan/)





For further information
about working and living
in Lancaster please visit:
[www.lancaster.ac.uk/
working-at-lancaster](http://www.lancaster.ac.uk/working-at-lancaster)

Our People

Lancaster's success depends on talented, creative and committed people who work hard to make this University so special and distinctive.

Our vision for the future is to be a sustainable and an academically excellent institution recognised as one of the leading universities in the world.

You will be joining a University which is amongst the best on any objective measure, but also modern, forward thinking, and quick and nimble in adopting the latest developments in teaching and research.

Lancaster University is committed to attracting, developing and retaining the best staff, celebrating equality and diversity, and recognising how all staff contribute to and enhance the overall success of the University. Our People Strategy 2020 clearly articulates that the core strength of the University is our people.

www.lancaster.ac.uk/about-us/ourpeople/



About Lancaster and the UK

For further information about working and living in Lancaster please visit: www.lancaster.ac.uk/working-at-lancaster

The City of Lancaster has a long and diverse history, having gained its first charter in 1193. In the heart of the city centre lies a 12th Century castle – one of the best preserved in Great Britain – which dominates the hill above the River Lune.

Lancaster is small enough to explore on foot, but big enough to keep you entertained all day, and was recently ranked as one of the top ten most vibrant cities in the UK (the Experian Vibrancy Report 2011), thanks to its established arts scene and student population. It offers excellent shopping, cinemas, theatres, and restaurants, with many well preserved older buildings. The area is also well served with state, private and church schools.

Lancaster's live music venues are home to regular guitar, electronic, folk, classical and jazz gigs. Fans of independent film and theatre have the choice of the city centre Dukes Theatre and Cinema, Grand Theatre, and Vue multiplex cinema, and the University's own Nuffield Theatre and LU Cinema. Venues also regularly play host to major comedy and theatrical tours too. With a number of galleries and museums located in the city, there is plenty for lovers of the arts to get their teeth into. The latest listings can be found through the Lancaster Arts City app (The Hum

Lancaster Morecambe).

Lancaster itself is situated in a delightful part of North West England. The rural landscape is superb, with the Lakeland fells in full view across the expanse of Morecambe Bay. The River Lune runs along the edge of the Forest of Bowland, an area of outstanding natural beauty, past many villages, into Lancaster and to the sea. There are two National Parks, the Lake District and the Yorkshire Dales, which are within a 30-minute drive. Lancaster is just over two hours by fast train to London and it is less than one hour to Manchester airport, which offers direct flights to most European capitals, the Middle East, and North America and the Far East. Lancaster, and the local surrounding area, offers a unique combination of city, coast, and countryside. There is an excellent choice of accommodation in the 'travel to' area which stretches from the Lake District to Preston and east along the Lune valley, as well as Morecambe and Lancaster, offering a range of housing from city centre to rural environments. Housing is varied (from old townhouses to barn conversions and new builds) and is competitively priced, especially against similar properties in South East England. The University offers allowances for staff (Grade 6 and above) who have to move to join us.



Student and Education Services Division

The Student and Education Services Division aims to deliver high quality, intuitive and customer-focussed services to students and staff across a range of functions supporting the student journey and academic processes.

The Division has a positive reputation with students and staff for supporting individuals and working collaboratively with service partners and the academic community. We are proud that this has underpinned the University's performance in league tables, indicating the excellent quality of the student experience and our success rate for positive outcomes for our graduates. We are also proud that the quality of our services to students and staff has been recognised through the Division's contribution to the University's retention of the Customer Service Excellence © accreditation since 2012.

The Division comprises multi-disciplinary professional teams that are organised across three principal delivery areas:

- **Student Wellbeing Services** include disability and inclusion support, counselling and mental health services and support for students in their transition into University, their safety and spiritual wellbeing whilst at the University. Strong partnership with Colleges is maintained by this team through collaboration with College Principals, Accommodation Managers and College Wellbeing Officers
- **The Careers Service** engages with students offering careers advice and guidance, including an employment recruitment service, the academic community supporting programme teams to embed employability in the curriculum and employers by nurturing partnerships to maximize our students' prospects through their programme and after graduation
- **Education Services** comprising the Student Registry and the Academic Standards and Quality teams deliver a unified set of academic services to faculties and academic departments in operating the University's academic quality assurance framework and by co-ordinating large-scale processes such as registration, assessment, immigration compliance and student fees and funding.

Divisional teams work across functions to ensure services are linked at the Centre and to our Colleges, Faculties and Academic Departments, creating a vibrant and solutions-focussed environment where we aim to be digital by design, collaborative and user-centred. Student and Education Services play a pivotal role in the University's internationalisation agenda by supporting regional and international teaching partnerships. The Division acts as the senior business owner of the University's student IT systems and is developing an integrated offer for front-line services to students in partnership with others.



Job Description

Role Description

Associate Director (Student Wellbeing and Inclusion)

Role Purpose

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.

The role-holder will be expected to engage with internal stakeholders and external partners to lead on institutional initiatives involving wellbeing.

The role-holder acts as the expert strategic partner on student wellbeing and inclusion for academic departments, faculties, colleges and other services.

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.

Key contacts of the role

Internal: 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.

External: 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.

Key responsibilities

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.
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.
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.
4. Develop effective strategies for responding to personalised, and often critical, student support requirements.
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.
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.

Person Specification

Criteria	Essential/ Desirable	How it will be assessed
Educated to degree level	Essential	Application Form
Postgraduate qualification or a professional qualification in a field allied to mental health, social care or equality, diversity & inclusion (EDI)	Desirable	Application Form
Significant leadership experience of operating multi-disciplinary functions, managing large teams, complex budgets and leading complex projects	Essential	Application Form/ Supporting Statements/ Interview
Experience of working in higher education	Desirable	Application Form/ supporting Statements
Experience of working in a healthcare, counselling or social care environment (or equivalent)	Desirable	Application Form/ Supporting Statements/ Interview
Experience of leadership in navigating and resolving strategic and operational challenges in collaboration with others	Essential	Supporting Statement/ Interview
Experience of leading service design and delivery in a complex organisation	Essential	Application Form/ Supporting Statements/ Interview
Demonstrable experience of forging strong relationships with external partners and influencing policy makers	Essential	Supporting statements/ interview
Comprehensive understanding of the legal frameworks affecting universities and students	Essential	Supporting statement/ interview
Well-developed knowledge of current theory and best practice in areas related to mental health, supporting vulnerable adults, safeguarding and health promotion	Essential	Application Form/ Supporting statement/ interview
Well-developed knowledge and understanding of the endeavours of universities and the global higher education environment	Essential	Supporting Statement/ Interview
Knowledge and understanding of inclusive practice in teaching and learning	Desirable	Supporting Statement/ Interview
Highly-skilled in using data to inform strategy	Essential	Supporting Statement/ Interview
Demonstrable experience of using IT systems to support service delivery and to produce accurate and relevant information	Essential	Supporting statement/ interview
Well-developed aptitude and experience for driving activity through performance indicators and other measures of success	Essential	Supporting Statement/ Interview
Strong negotiation and influencing skills and strong political awareness	Essential	Supporting Statement/ Interview

- **Application Form** – assessed against the application form, curriculum vitae and letter of support. Applicants will not be asked to answer a specific supporting statement. Normally used to evaluate factual evidence eg award of a qualification. Will be “scored” as part of the shortlisting process.
- **Supporting Statements** - applicants are asked to provide a statement to demonstrate how they meet the criteria. The response will be “scored” as part of the shortlisting process.
- **Interview** – assessed during the interview process by either competency based interview questions, tests, presentation etc.



Employee Benefits and Reward Package



Remuneration

The role attracts a highly competitive starting salary. Further salary progression will also be achievable, based upon performance in the role.

Pension

For this role the University offers the opportunity to join the Universities Superannuation Scheme (USS).

Relocation

For those relocating nationally or internationally a generous relocation package is available.



Flexible Benefits

All staff are eligible to participate in the University's sector-leading flexible benefits scheme. The scheme provides staff with the opportunity to purchase benefits at discounted rates and also to take advantage of tax and national insurance savings on some of the benefits chosen.

The current benefits include:

- Pre-School Centre
- Cycle to Work scheme
- Season Ticket Loan
- Low Emission Cars
- Charitable giving
- Shopping discounts
- Dental insurance
- Health cash plan
- Sports Centre membership
- Lancaster and external courses
- Professional Bodies' membership fees
- Car parking
- Subsidised annual bus pass
- Discounted staff dining card
- Local retail discount card
- Theatre membership
- Home technology
- Additional annual leave



Detailed information on benefits are available at www.lancaster.ac.uk/employment-benefits.

Process and Timeframe

Informal enquiries can be made to Heather Knight, Director of Students, Education and Academic Services at h.knight2@lancaster.ac.uk

Applications should be made online at <https://hr-jobs.lancs.ac.uk/A2852>

Applications should consist of a CV, supporting statement and covering letter addressing the criteria in the role information.

Closing date for receipt of applications: **11th November 2019**

First stage of interview process: **9th December 2019**

Final interview: **17th January 2020**

An appointment will be made subject to satisfactory references, in line with the usual terms and conditions of employment at the University.



Recruitment Statement

We want to provide you with full information at an early stage to enable you to make an informed decision as to whether you are committed to pursuing this position and to outline the University's expectations of all candidates taking part in our recruitment process.

Once you have reviewed the information below, and in fairness to everyone concerned, we would ask that you give serious consideration to proceeding further with this process if you think you may not accept the position should it be offered to you.

The role will be located in Lancaster and there is a requirement that successful candidates will live within commuting distance of the Lancaster University Bailrigg campus. If this might involve a re-location for you, it is of course important that candidates consider how the move might affect anyone who may accompany you (for example, early consideration may need to be given to local schooling, housing and other employment opportunities where other family members are involved, as early as possible). We will support you as much as possible with this and are happy to discuss any concerns you may have. We would ask you to agree to undertaking a positive, open, and transparent dialogue with us throughout the recruitment process, raising questions and any concerns as early as possible.

Lancaster engages in a variety of domestic and international benchmarking exercises to ensure we are extremely competitive in the levels of reward and recognition we provide, therefore we are confident that any offer made will be strong and competitive. If you are happy to continue in your application for the position in light of the above expectations, we would very much look forward to hearing from you.



Join Us

Lancaster University, Lancaster, LA1 4YW
T: +44 (0) 1524 65201

www.lancaster.ac.uk

“We make campus an inspiring place to be.”