

Director of Student Life



OPPORTUNITY

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Reference: 1181-25

Grade: 10

Salary: £ 71,566 to £87,971 per annum, depending on experience

Contract Type: Permanent

Basis: Full-time

Job description

Job Purpose:

We are looking for a dedicated Director of Student Life to join our professional leadership team within the Chief Student Officer's organisational structure, and more widely in the Deputy Vice-Chancellor's portfolio.

The Director of Student Life is accountable for developing and directing a comprehensive range of services that enhance the overall quality of student life and supports students' academic success within an ambitious and dynamic Higher Education setting.

Our ideal candidate has a strong understanding of the needs of our diverse student populations studying through multiple delivery channels. They will be committed to improving student access to services and helping students build resilience which enables them to be successful. They will reach for customer service excellence in all that is delivered under our Student Solutions Centre brand and by the wider professional team.

The role requires strategic thinking, key performance measure ownership, exceptional resource and relationship management skills.

Ultimately the post holder's ambition will be to ensure that Aston University students are receiving a sector-leading student experience, that is accessible and safe. That safety will need at times to be assured through responsiveness out of hours and close working with the Director of Health, Safety and Business Continuity.

Main Duties/Responsibilities

- ▶ To lead, manage and develop five teams of professionals as well as significant matrix management of the running of the Student Solutions Centre.
- ▶ To work with the Chief Student Officer to agree service standards and expectations for the teams.
- ▶ To provide strong leadership skills to set high standards, develop, motivate and empower the Team to deliver effective, efficient and adaptive services in a culture of service excellence.
- ▶ A demonstrable commitment to safeguarding and promoting the welfare of young people.
- ▶ To ensure that Aston is fully compliant with relevant OfS requirements and legislation relating to the Student Life Directorate.
- ▶ To be responsible for the management of the budgets for the Student Life Directorate.
- ▶ To promote the wellbeing of all students, fostering a culture of respect, supporting and being sensitive to the different needs of students irrespective of their characteristics, location, or mode of study.
- ▶ To ensure robust clinical governance, plus professional and regulatory requirements are met.
- ▶ To ensure that there is culture of excellence focussed on developing and maintaining a sector leading student experience.
- ▶ To ensure that the student voice is heard, considered and appropriate actions are taken in a timely manner, energising, engaging and working with colleagues across to drive this.
- ▶ To review services as required to ensure they are responsive and aligned to changes in student and university expectations.
- ▶ To ensure there is a programme of training and development to build the capability of the team and ensure they remain in line with current practice and legislation.
- ▶ Carry out systematic benchmarking against best practice in the UK and internationally and use this to inform all aspects of this work.
- ▶ To horizon scan to ensure that Aston is informed and ahead of potential external developments.
- ▶ To provide reports and detailed analysis of trends/issues/policy as required.
- ▶ To network across the university and initiating forums internal and external to University to influence the Student experience agenda.

- ▶ To ensure that the services of the Directorate are known and understood by students and staff across the university: this will include the use of promotional materials, presentations, social media and other effective means of communication.
- ▶ To ensure there is appropriate emergency support out of usual office hours.
- ▶ To be available to be contacted out of hours in an emergency situation.

Additional responsibilities

- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities.
- ▶ Ensure and promote the personal health, safety and wellbeing of staff and students.
- ▶ Carry out duties in a way which promotes fairness in all matters, and which engenders trust.
- ▶ Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.

Internal and External relationships

Reporting directly to the Chief Student Officer, the role holder will also work closely with peers within the Deputy Vice-Chancellor, Academic Portfolio, the Executive, School Academic Leads, the Director of Health, Safety and Business Continuity and the Director of Admissions.

The role holder will work closely with student representative groups, including, but not limited to, the Students' Union.

Person specification

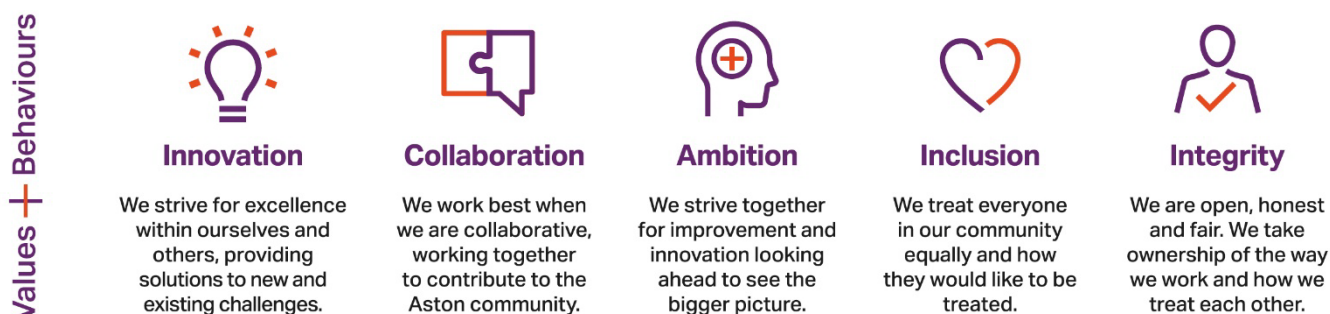
	Essential	Method of assessment
Education and qualifications	<p>Undergraduate degree.</p> <p>A relevant professional qualification linked to the work of the Directorate.</p>	Application form
Experience	<p>Significant experience of leading relevant student services at a university.</p> <p>Experience of safeguarding.</p> <p>A strong evidence base of successfully leading and delivering an excellent student experience at all levels.</p> <p>Substantial experience of budget and people management of a large team.</p> <p>A credible track record of effective change management and enhancement to support student experience improvements.</p> <p>Significant experience of leading mental health and/or counselling services.</p> <p>Experience of working across university services especially working with communications and recruitment staff, and with Schools, to ensure that current and prospective students have the accurate, clear, well-presented, and useful information they require to make informed choices.</p> <p>Significant experience of managing complex student incidents.</p> <p>A strong value-based ethos and high-quality standards.</p> <p>Knowledge of new developments in educational technology and of new digital approaches to/tools for student engagement and service delivery.</p>	Application form and interview

	Essential	Method of assessment
	Understanding of the challenges faced by today's students, particularly those related to mental health and well-being, and those related to social disadvantage.	
Aptitude and skills	<p>Exemplary people skills.</p> <p>A creative, solution-focused approach to solving complex problems.</p> <p>Take action to ensure delivery of all Key Performance Indicators (KPIs).</p> <p>Demonstrable commitment to equality, diversity and inclusion.</p> <p>Ability to understand and work with key education and student experience metrics.</p> <p>Impeccable integrity.</p> <p>Commitment to delivering student-centred approach to service.</p> <p>Presentation skills commensurate with a senior leader post.</p>	Application form, video submission by long-listed candidates and interview

	Desirable	Method of assessment
Education and qualifications	Postgraduate qualification.	Application form

University values

All staff are expected to demonstrate/promote the University's values and expectations, which are an integral part of our strategy and underpin the culture of the University. In addition, our leaders are expected to be accountable, help to execute strategic visions of the University and share and set clear expectations that inspire those around them.



How to apply

You can apply for this role online via our website <https://www2.aston.ac.uk/staff-public/hr/jobs>.

Applications should be submitted by 23.59 on the advertised closing date.

All applicants must complete an application form, along with your CV.

Any CV sent direct to the Recruitment Team and Recruiting Manager will not be accepted.

If you require a manual application form, then please contact the Recruitment Team via recruitment@aston.ac.uk.

Contact information

Enquiries about the vacancy:

Name: Kaveri Prashanth Patali

Job Title: Head of HR Operations

Email: k.prashanthpatali@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:

Recruitment Team via recruitment@aston.ac.uk or 0121 204 4500.

Additional information

Visit our website <https://www2.aston.ac.uk/staff-public/hr> for full details of our salary scales and benefits Aston University staff enjoy.

Salary scales: <https://www2.aston.ac.uk/staff-public/hr/payroll-and-pensions/salary-scales/index>

Benefits: [Benefits and Rewards | Aston University](#)

Working in Birmingham: <https://www2.aston.ac.uk/birmingham>

Employment of Ex-Offenders: Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

Eligibility to work in the UK: You should ensure that you meet the eligibility requirements, including meeting the [English language standards](#). If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful. Please see UKVI guidance for further information on eligibility, knowledge of English requirements and approved test centres <https://www.gov.uk/tier-2-general>

With the end of free movement for EU/EEA/Swiss nationals from 1 January 2021, the UK's new immigration system applies to all non-UK/Irish nationals who require a visa.

Where an individual is subject to UK immigration control, they will require a visa to work in the UK.

The following individuals do not need a visa for the UK, but do still have to prove their right to work before employment can commence:

- **British Citizens or Irish Nationals**
- **EU/EEA/Swiss nationals with Settled or Pre-settled status under the EU Settlement Scheme**
- **Non-EEA nationals with Indefinite Leave to Remain/Settlement in the UK**

The main routes available for those who need a visa to work in the UK are **Skilled Worker**, **Global Talent** and the **Graduate Route**.

You can find further information about each of these visa routes on our candidate immigration page.

If you will conduct research in your role, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application. Please see below for further details.

Academic Technology Approval Scheme (ATAS):

If you will conduct research in your role and you apply for a Skilled Worker or Temporary

Worker GAE visa, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application.

This process can take at least 6 weeks to process, and Aston will consider this when confirming your expected start date. Processing times will increase between April and September and can longer to complete.

There is no fast-track option available. ATAS certificates will be processed in order of receipt.

You can find more information about ATAS on our candidate immigration page.

Before you start and Right to Work

90-day entry vignette

If you have applied for your visa outside of the UK, you will receive a vignette in your passport which is usually valid for 90 days. Please make sure to travel to the UK within the 'valid from' and 'valid to' dates on this visa. If you entered the UK before or after these dates, you would not 'activate' the visa and you would need to leave and re-enter the country.

You will also receive a decision letter confirming details about your immigration permission and where to collect your Biometric Residence Permit.

Cost of Living - Estate and Letting Agents

There are numerous Estate and Letting Agents in and around Birmingham that can help you find suitable accommodation. The Midland Landlord Accreditation Scheme provides a list of professional agencies and landlords who have applied with them for accreditation. Whilst accreditation is not a guarantee of quality, it provides some reassurance about the standard of the service they provide.

You can also use property search websites such as Rightmove or Zoopla.

Equal Opportunities

Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career.

An Equal Opportunities Monitoring Form is included within the application form. Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its Policy, Codes of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.

Data Protection

Your personal data will be processed in compliance with the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679) ("GDPR"). The University's Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at <https://www2.aston.ac.uk/data-protection>. Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

Full details of our terms and conditions of service and associated policies and procedures are available online at <https://www2.aston.ac.uk/staff-public/hr/policies>

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