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**TITLE:** Group Director Student Support

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**GRADE:** Management Spine

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**RESPONSIBLE TO:** Group Executive Director - Communications and Student Support

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**RESPONSIBLE FOR:** Group Head of Careers and Campus Administration  
Group Student Finance & Welfare Manager Group  
Mental Health & Wellbeing Manager

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## **PRINCIPAL RELATIONSHIPS:**

Senior managers; Group Curriculum Directors and Senior Curriculum Managers; Directors; Your teams and others they work with, external stakeholders.

## **PURPOSE OF JOB**

- To be responsible for and accountable for the highest possible standard of these services, engaging with and reporting regularly to the Senior Management Team.
- To direct and manage teams and activity within your area of responsibility.
- To lead teams, resources and processes of student support services to include careers education, information, advice & guidance; student welfare and financial support; mental health and counselling services and campus administration.
- To deputise for the Group Executive Director: Communications & Student Support.

## **1. MAIN TASKS AND RESPONSIBILITIES:**

1. To proactively contribute a student-centered perspective to the College's strategy.
2. To be a professional point of contact for managers to discuss support and welfare needs of students, giving advice and support to make sure that needs are met within the wider New City College processes and strategy.
3. To make sure teams within your directorate lead and share best practice, and are compliant with sector, statutory and auditory requirements.
4. To be responsible for mental health and counselling support for students, leading a highly successful mental health service, including external partnerships, which supports students at every New City College campus.
5. To direct and lead the development of high-quality Matrix-accredited careers education, advice and guidance for potential and current students to include support for progression through UCAS and careers applications.
6. To lead policies, processes and resources related to student financial support to include bursaries, meal allowance, childcare and emergency welfare support. To make sure all student financial support budgets are managed effectively, audit compliant and reported upon regularly.
7. To ensure the campus administration team and service are effectively managed and meet the changing needs of the campuses and overall college.
8. To manage, motivate and develop effective teams; design relevant, effective and impactful professional development activities.
9. To monitor and be accountable for staffing and non-staff budgets within your areas of responsibility, to include external grants and contracts.
10. To maintain and present robust data and qualitative reports which measure activity and effectiveness of the services within your areas of responsibility, particularly relating to receipt of support linked to student progress, achievement and progression.
11. To proactively seek external funding for student support, and to lead external funding contracts related to CEIAG, welfare, support and mental health services.
12. To maintain a knowledge of local, regional and national developments in relation to Further Education, and ensure that these developments inform your teams' strategy, policies and procedures. To liaise and work in partnership with external agencies as required.
13. To deputise for and provide support for the Group Executive Director: Communications and Student Support.
14. To play an active role in student recruitment and enrolment activity, leading teams and activity as required to maintain an effective service across the Group which supports recruitment and a positive student experience.
15. To undertake any other duties commensurate with the post as required by the CEO.

## **Managing people:**

1. Recruitment, support and professional development of team members and teams.
2. Line management and performance management within your areas of responsibility in accordance with College policy: making sure that all staff have professional development reviews and probationary reviews with targets and measurable outcomes. Where appropriate, to ensure performance improvement plans are in place.
3. Regular, effective communication with staff at all levels in the College.

## **In common with all other staff:**

1. To support the College's mission, vision, values and strategic objectives.
2. To implement the College's equality and diversity policies and to work actively to overcome discrimination on grounds of the following protected characteristic: age, disability, ethnicity, gender reassignment, religion and/or belief, pregnancy and maternity, marital status or civil partnerships, sex and sexual orientation.
3. To take responsibility for one's own professional development and participate in relevant internal and external activities.
4. To implement the College's safeguarding policies and practices.
5. To implement health and safety responsibilities in line with the College's Health and Safety policy.
6. To ensure that data is handled in line with the General Data Protection Regulations.
7. To contribute to the College's commitment to continuous improvement as identified in the College's quality assurance systems.
8. To undertake any other duties commensurate with the grade and responsibilities of the post which may be required from time to time.

## **2. Essential person specification:**

1. Degree and/or professional qualification in a related discipline.
2. Demonstrable high level of expertise in one or more of the areas of responsibility within the post's remit.
3. Minimum five years in a multi-disciplined student services management role.
4. Experience in producing, implementing and evaluating strategic and operational plans.
5. Experience of administering student financial support.
6. Experience of effectively managing diverse staff teams and cross-organisational working groups in a large, complex organisation.

## **3. Knowledge, Skills & Understanding:**

1. Able to work as an effective leader; to prioritise and support individual and team workloads.
2. Detailed knowledge of the further and higher education and training sector.
3. Up-to-date knowledge of best practice in student support and willingness to keep up to date with new professional and sector developments.
4. Able to demonstrate initiative and also respond well to the input of colleagues at all levels, taking responsibility for your own actions and those of your team, and proactively address consequences with positive outcomes.
5. Able to present information confidently and to take feedback constructively.
6. Able to develop strong working relationships with key stakeholders; high level communication skills.
7. An agile mindset, always learning from experience, striving for improvement and open to new ways of working to achieve this.
8. Sound financial literacy and the ability to interpret, analyse and present data.
9. Highly organised with a good eye for detail. Analytical, creative and flexible.
10. Sound understanding of the General Data Protection Regulation and how this must be implemented in the work of the service.
11. A desire to learn and use new systems and procedures.

#### **4. Equal Opportunities and safeguarding:**

1. A proactive approach to promoting the equality of opportunity within the role and more widely across College life.
2. A sound and active understanding of the issues of safeguarding in a college setting and how this relates to the work of your team.

#### **Additional Information**

##### **All staff will be expected to:**

- Work towards the continuing success of New City College.
- Travel to other College sites in line with requirements of the service.
- Make full use of technology in all aspects of job requirements.
- Contribute to and undertake Continuing Professional Development.
- Work to ensure implementation of the College's policies and procedures, including those for data protection, implementing equality of opportunity and safeguarding of students.

##### **As a college manager you will be expected to:**

- Play an active role within the management team, to include undertaking the role of duty manager, on a rota basis.
- Contribute to college management committees and meetings.
- Present reports to the senior management team and governing body committees as required.

##### **Hours of work:**

- As well as a standard 35 hours per week, the post will include occasional evening and weekend work in line with the demands of the role. You will be expected to attend out-of-hours recruitment events and play a lead role during extended enrolment hours.

##### **Place of work:**

- You will be expected to work across all New City College campuses as required. The role also includes promoting and representing the college at external meetings and events.

*This job description will be regularly reviewed to ensure that it is an accurate description of the responsibilities and duties of the individual post holder and that these responsibilities and duties consistently match the needs of the College*