

NEW SCHOOL STRUCTURE

DUTIES OF THE DIRECTOR OF STUDENT EXPERIENCE

The Director of Student Experience will report to the Head of School and be part of the School's senior management team.

The duties of the Director will be combined with those of an academic member of faculty and could also be combined with those of another Director or Head of Department in the School.

The Head of School will be responsible for academic members of the School. However, the Head of School may delegate some line management activities to the Director although the Head of School will retain accountability to the University for their management and development.

The Director will work closely and collaboratively with Heads of Department (where applicable), fellow Directors from within and across Schools, Pro-Vice-Chancellors and the Director of Student Services and other Professional Services colleagues, in the management of teaching, research and other core activities in support of the University's strategic aims.

The specific purpose of the role of Director of Student Experience will be to assist the Head of School in ensuring that the University's and School's strategic and operational plans for undergraduate and postgraduate student support are achieved. S/he will provide leadership in developing and implementing policy determined at University level and by the School's senior management team in the area of student support, to include helping ensure consistent practice across the University.

The key duties of the Director will be to:

- 1. Management of the Academic Advice system at both undergraduate and postgraduate level:** (i) Ensure the co-ordination of the academic advising system¹ and the effective delivery of academic advice within the School both at undergraduate level and for taught postgraduate students; (ii) ensure that students have access to the appropriate academic advice; (iii) collaborate and work closely with the Student Advisors² in the School, meeting regularly to discuss matters relating to student progress, support and retention.
- 2. Development of policies and strategies for student retention:** (i) Help develop effective School retention strategies consistent with University policy, including widening participation, by working with the relevant PVC, Director of Teaching & Learning and Director of Student Services; (ii) work with the University's Director of Student Services and the School's Director of Teaching & Learning to ensure that the necessary procedures are in place to provide appropriate support for all students, including students from socio-economically disadvantaged backgrounds, disabled and mature students within the School by addressing issues relating to recruitment and admissions, entry and induction, student support and retention, curriculum and organisational change; (iii) work towards ensuring regular improvement in retention

¹ Responsibility for the organisation of the academic advising system will lie with departments and be based around programmes or subjects.

² Student Advisors report to the Director of Student Services.

and completion rates especially in the light of the University's Widening Participation Strategy.

3. **Academic Progress:** (i) Develop and implement effective mechanisms for monitoring student progression; (ii) monitor temporary and permanent withdrawals by programme across the school and disseminate the information to relevant colleagues; (iii) coordinate and ensure that students have access to detailed academic advice from each department within the School.
4. **Co-ordination of the planning and delivery of School induction programmes:** (i) Work with the University's Induction Co-ordinator, Heads of Departments, Director of Taught Programmes and professional services staff in the planning and coordination of undergraduate and postgraduate induction programmes.
5. **Student mentoring scheme within the School:** Ensure that the student mentoring scheme within the School for both undergraduate and postgraduates functions effectively and efficiently.
6. **Students with disabilities and special needs:** Oversee the support arrangements for students with disabilities and special needs within the School in line with the requirements of the Special Educational Needs and Disabilities Act and good practice.
7. **Preparation of evidence for examination boards:** Contribute to the design and implementation of effective systems and processes for the management of evidence of impairment.
8. **School Management Team:** Contribute as a key player to the School's management team in its planning, implementation, monitoring and review of strategic and operational plans, liaising with other colleagues as appropriate, taking the lead for student support.
9. **School and University Committees and working groups:** Chair the School Student Support and Development Committee and participate in and/or chair formal School and University Committees as required, contributing expertise in relation to student support to the wider university.
10. **Staff development:** Contribute to the formulation and implementation of plans for the development of staff in areas relevant to student support.
11. The Schools will be a new entity and therefore the duties of the Director may be developed and/or revised by the Head of School in conjunction with the Pro-Vice-Chancellor and with advice from Human Resources.

Period of Appointment:

The normal expectation will be for a Director to undertake the duties for three years, with the possibility of an extension for up to a further three years. The Head of School will appraise the Director annually and confirm continuation in the role on an annual basis.

Time Allocation:

The Head of School will reasonably determine the nominal workload for the Directors in his/her School.

Process of Appointment

The Head of School will discuss a forthcoming vacancy for the Directorship with the Pro-Vice-Chancellor and subsequently invite expressions of interest to undertake the duties of the Director from senior academic members of the School which, for the Director of Student Experience will normally be the Professoriate and Readers. The Head of School, in consultation with the School's senior management team, will consider such expressions of interest as well as the whole pool of the Professoriate and Readers from which the Director could normally be appointed.

The Head of School and senior management team will assess each such member of staff within the pool against relevant criteria, to determine the most appropriately qualified person. Thereafter, a recommendation will be made to the Pro-Vice-Chancellor who, on satisfying him/herself that the right appointment will be made in the best interests of the University and that a fair and robust process for the selection has been followed, will confirm that the appointment may be made. At this stage, the Head of School will offer the appointment to the individual member of staff. If the individual declines to take on the duties, a further selection will be made. Human Resources will confirm the appointment in writing.

Criteria for assessing candidates for the Directorship

- a. Experience of and commitment to academic leadership and management.
- b. Academic credibility with a track record of excellence in teaching.
- c. Sound understanding of student support, recruitment and admissions, retention and widening participation.
- d. Sound awareness and understanding of diversity and disability issues as well as mitigating evidence.
- e. Sound understanding of quality assurance and enhancement issues.
- f. Understanding of current issues in Higher Education.
- g. Excellent inter-personal and communications skills.
- h. Team player with a co-operative approach to colleagues.
- i. Adaptable to change.
- j. Resilient under pressure.

Remuneration:

Undertaking the duties of the Director will be remunerated by an allowance of £2,000 per annum.

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