

# Job Description

Student Life Service Manager

Student Life

Learning, Teaching and Student Experience



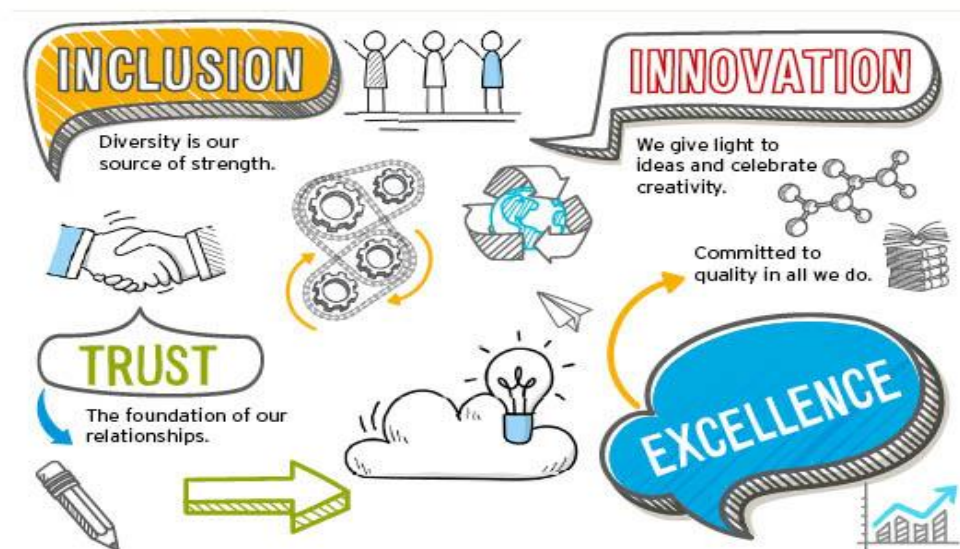
## Brief summary of the role

Role title:	Student Life Service Manager
Grade:	8
Faculty or Directorate:	Learning, Teaching and Student Experience
Service or Department:	Student Life and Wellbeing
Location:	University of Bradford Campus
Reports to:	Head of Student Life
Responsible for:	Student Life Specialist Advisers, Student Life Generalist Advisers.
Work pattern:	Mon-Fri, 9:00am-5pm

# About the University of Bradford

## Values

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion part of everything we do – from how we build our curriculum to how we build our workforce. It is the responsibility of every employee to uphold the university values.



## Equality, Diversity, and Inclusion (EDI)

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion at the heart of everything we do.

We foster a work environment that's inclusive as well as diverse, where staff can be themselves and have the support and adjustments to be successful within their role.

We are dedicated to promoting equality and inclusivity throughout the university and have established several networks where individuals can find support and safe places fostering a sense of belonging and acceptance. We are committed to several equality charters such as Athena Swan, Race Equality Charter, Disability Confident and Stonewall University Champions Programme..

## Health, safety, and wellbeing

Health and Safety is a partnership between employee and employer each having responsibilities, as such all employees of the University have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.

It is the responsibility of all employees that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students.

All colleagues will need to ensure you are familiar with any relevant Health and Safety policies and procedures, seeking advice from the Central University Health and Safety team as appropriate.

We are registered members of the University Mental Health Charter. This visibly demonstrates our commitment to achieving cultural change in student and staff mental health and wellbeing across the whole university, whilst supporting the vision of our People Strategy to create a culture and environment of transformational diversity, inclusion and social mobility, creating a place where our values come to life and are evident in our approach.

## Information governance

Employees have a responsibility for the information and records (including student, health, financial and administrative records) that are gathered or used as part of their work undertaken for the University.

An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

All employees must always adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security.

Employees will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

## Criminal record disclosures and working with vulnerable groups

Depending on the defined nature of your work and specialist area of expertise, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974.

All employees of the University who have contact with children, young people, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and Safeguarding Vulnerable Groups Act 2006.

The University is committed to protect and safeguard children, young people and Vulnerable Adults.

Suitable applicants will not be refused positions because of criminal record information or other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

## Role holder: essential and desirable attributes

### Qualifications

<b>Essential</b>	<ul style="list-style-type: none"><li>• Level 6 (e.g. degree) or equivalent qualification, or relevant experience</li></ul>
<b>Desirable</b>	<ul style="list-style-type: none"><li>• Membership of a relevant professional body such as NASMA or AUA</li><li>• Relevant postgraduate qualification in management or support.</li></ul>

### Experience, skills, and knowledge

<b>Essential</b>	<ul style="list-style-type: none"><li>• Relevant experience of working in a student support role within a HE or FE setting.</li><li>• Experience of managing a frontline support team, ideally within a Higher Education setting.</li><li>• Experience of developing and contributing to policy, procedure and/or strategy development within a HE setting.</li><li>• Experience of using a variety of IT packages to a high-level including MS Excel, Outlook and Teams.</li><li>• Ability to understand, interpret and explain complex guidelines, processes, and support students through negotiation with others.</li><li>• Ability to maintain, analyse and present complex information and data.</li><li>• Ability to prepare reports and deal with a wide range of correspondence and prepare and present appropriate</li></ul>
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	<p>responses.</p> <ul style="list-style-type: none"> <li>• High level of accuracy and attention to detail.</li> <li>• Ability to priorities and coordinate own workload, and that of others, managing own time and working to set deadlines.</li> <li>• High level of organisation</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Experience in a Safeguarding and/or Prevent role</li> <li>• Awareness and understanding of government student funding regulations (i.e. Student Finance) and their practical application.</li> <li>• Experience with using Power Automate and Power BI to shape service delivery and reporting.</li> <li>• Experience of supporting vulnerable people in crisis.</li> </ul>

Personal attributes

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Strong ability to lead, guide and direct teams</li> <li>• Strong judgement and initiative with the ability to understand and solve problems creatively and effectively.</li> <li>• Flexible and adaptable approach with an ability to work under pressure and motivated to deliver consistently high-quality services for students.</li> <li>• Excellent communication and interpersonal skills, and ability to deliver exceptional customer service.</li> </ul>
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	<ul style="list-style-type: none"><li>• Commitment to delivering an excellent student experience through constant service development.</li><li>• Discretion, sensitivity and understanding of confidentiality.</li><li>• Commitment to continuing professional development.</li></ul>
<b>Desirable</b>	<ul style="list-style-type: none"><li>•</li></ul>



## Main purpose of the role

- To lead and manage a comprehensive and effective Student Life Service, including all elements of student money, pastoral advice, and welfare support, and the provision of a high quality, comprehensive and effective frontline student information and advice service.
- To work with the Head of Student Life to oversee the disbursement of hardship and other discretionary support for students, ensuring fair and robust processes and procedures are implemented and monitored.
- To work with the Head of Student Life to oversee the development of student money, pastoral advice, welfare support, and frontline student information and advice services.
- To lead and contribute to initiatives, projects, and evaluations that aid the University in understanding, supporting, and enhancing the student experience.

## Main duties and responsibilities

1. To provide leadership and line management for the Student Life Service, ensuring that resources are appropriately allocated, and that staff are enabled and empowered to pro-actively seek continuous improvement.
2. To provide effective line management, ensuring that staff receive regular performance review, guidance on objectives and development opportunities.
3. To plan, coordinate, and monitor the workload of the team effectively, ensuring work is delivered in a timely manner and to a high quality on a day-to-day basis, especially during peak periods e.g. Welcome weeks, enrolment, DBS ID verifications.
4. To maintain a money advice and pastoral support caseload as appropriate to the service need.
5. To establish, monitor, review, and report the delivery of excellent service standards and KPIs for the service and individual advisers.
6. To work with the Head of Student Life to establish and lead effective processes to support the appropriate disbursement of student hardship and crisis funding, ensuring effective stewardship of University funding and value for money and that the support provided to students with acute financial difficulties is robust,

appropriate and in line with national standards and FCA regulations for consumer credit advice.

7. To work with the Head of Student Life to lead and oversee effective processes, procedures and wider initiatives to support students in non-medical crisis, including, but not limited to, domestic violence, forced marriage, homelessness, missing persons etc.
8. To lead and oversee effective processes, procedures and wider initiatives pertaining to pastoral student support, including, but limited to, accommodation, wellbeing, general living and self-management.
9. To support the delivery of support for Care Experienced, Estranged and Refugee and Asylum-Seeking students, delivering work in line with University Strategy including the Access and Participation Plan.
10. To develop policies and procedures in line with service standards.
11. To develop robust data analysis and evaluation approaches, undertake ongoing interpretation of data sets, and use this information to produce reports and embed ongoing service delivery improvements into the Student Life Service operations.
12. To oversee the provision of an accurate, up to date and relevant web presence, and to ensure that the team has all required publicity materials.
13. To lead timely and effective engagements with internal and external stakeholders to ensure service delivery and development is responsive to changing needs and is fit for purpose.
14. To lead and/or support the development of campaigns and initiatives pertaining to money advice and pastoral support across the University.
15. To ensure that staff within the Student Life Service remain up to date on national and professional developments relating to financial, pastoral and welfare advice and to advise the University, accordingly, including informing University student recruitment initiatives and activities
16. To assist in the organisation of celebratory events to mark key religious events.
17. As a university citizen supporting key student events throughout the year such as Open days, clearing, enrolment, and Graduation.