



Director of Education & Student Services

Candidate Pack

Summer 2021

Introduction

The University of Bath is a globally recognised institution with over 17,000 students from 130 countries. It is one of the most innovative and high performing universities in the UK. Consistently ranked in the Top 10 in the country and with a strong international profile, it has an ambitious agenda for the future. With a strong local presence, respected national profile and a broad international outlook, this is a university with ambition. The University now seeks to appoint a new Director of Education & Student Services. This is a new role that shall be line-managed by the Chief Operating Officer.

The Director of Education & Student Services has a broad role and will be responsible for the operation of the following Educational and Student Services: Academic Registry; Recruitment and Admissions; University Library; the Centre for Learning & Teaching; the Doctoral College; the Skills Centre; Careers; and will line-manage the Director of Student Experience who will oversee Student Services and the Student Policy and Safeguarding Unit.

The Director will ensure that the functions of the services meet the needs of the University as set by the Pro-Vice-Chancellors and seek to ensure that the strategic academic ambitions of the Deputy Vice-Chancellor and Deans are fully supported. They will work across the full breadth of these services to create connections and foster collaboration between the central University and faculty administrations. The Director shall also contribute to and support the wider University strategy as a key member of the Chief Operating Officer's senior leadership team. They will empower the members of their team and represent their views at the highest levels within Bath. The incoming Director shall identify opportunities to modernise and reform ways of working within the University. They shall foster and maintain Bath's culture of high performance and strong collegiality.

Strong candidates will bring a broad range of operational experience in relevant functions, probably gained within the Higher Education sector. They will have a proven track record of introducing change in a complex environment, and will be experienced in designing and delivering high-quality, modern, efficient services. Strong candidates will possess senior leadership experience and will be capable of engaging and influencing at the highest levels within the University of Bath. They will be naturally collaborative and an excellent team-player. They will be adept at building relationships and alliances with a broad range of professional and academic stakeholders. Finally, they will bring a commitment to excellence and innovation to the University of Bath.

This is an exciting opportunity to join the University of Bath at an important moment in its history.

Department/Faculty:	Office of the Chief Operating Officer
Reporting to:	Chief Operating Officer
Grade:	Senior manager
Location:	This post will primarily be based at the Claverton Down campus, Bath, though the postholder will be expected to provide oversight of academic services run by the University of Bath at other locations.

Job purpose

The Director of Education and Student Services will provide outstanding operational leadership of Educational and Student Services as the University responds to new opportunities and challenges within a rapidly changing environment, ensuring all services are delivered at the highest level of quality. Implementing the service functions as set by the Pro-Vice-Chancellors, the Director will ensure excellent delivery of services in an efficient manner. To support this, the postholder will promote continuous improvement, innovation and agility in service delivery, and ensure that the University is at the forefront of student support.

Main duties and responsibilities

The Director of Education and Student Services will:

- Ensure excellent delivery of Educational and Student Services, which are flexible and efficient;
- Ensure that strategies and resourcing for reporting departments are aligned with the mission of the University and the academic activities within its Departments;
- Ensure that operational service issues are championed and fully engaged with at senior University committees, and in external fora;
- Provide Educational and Student Services with high-quality and empowering leadership operating within a culture of care, inclusivity and wellbeing;
- Maintain clear and measurable plans, budgets and targets, and robust and fit-for-purpose operational procedures across Educational and Student Services, delivering measurable service improvements and ensuring that all elements of the service represent good value for money;
- Line-manage the units that make up Educational and Student Services to set and deliver the highest service standards, delegating authority within an assurance framework, embedding a strong and caring performance culture for both operational efficiency and student success, and developing and sustaining sector best practice across the units;
- Direct, inspire, motivate, engage and challenge leaders and managers in Educational and Student Services to deliver flexible, responsive, evidence-based and relevant user-focused services to agreed performance and quality standards, deadlines and budgets;
- Deliver services which develop and grow the capability of the University through continuous learning and skills transfer as well as delivering on a day-to-day basis;
- Foster a culture of innovation and continuous improvement that encourages, engages and supports a high level of professional development and personal responsibility, ensuring that Educational and Student Services contribute to successful outcomes for students and the University;
- Work closely with the Digital, Data and Technology Department to ensure the delivery and development of digital systems required by Educational and Student Services to enable the support and success of all stakeholders;
- Actively engage with students in their academic support and well-being, ensuring that their voice is listened to and acted upon;

- Maintain strong relationships with Faculties and other professional services in the University and key stakeholders externally, to develop and implement effective strategies and continually improve services for students;
- Ensure that Educational and Student Services deliver services for students that are compliant with both University and HE sector policy;
- Keep abreast of national and international initiatives in higher education and other relevant sectors, sharing connections and knowledge within Educational and Student Services and the wider University, and ensure that the services embrace best practice from elsewhere;
- Represent the University on national and international external groups and boards, engaging effectively in appropriate external networks, ensuring Educational and Student Services are able to compete, and anticipate and meet new challenges.

This job description is intended to provide a broad outline of the main responsibilities only. The post-holder is required to be flexible in developing the role in agreement with the Chief Operating Officer. In addition, they may be required to carry out any other duty commensurate with their grading and expertise.

Person specification

Qualifications

Candidates must:

- Be degree-qualified, or have equivalent experience to be able to operate successfully in an academic environment.
- Demonstrate evidence of continuous professional development, perhaps through membership of appropriate professional bodies.

Knowledge and experience

Candidates must bring:

- Demonstrable leadership, strategic management and operational experience gained at a senior level in an area of high direct relevance to the Educational and Student Services remit, gained within higher education, or in an environment with strong synergies with operations at the University of Bath;
- Proven ability to manage complex budgets and resources, to identify income streams from different sources, and to maximise the use of resources;
- A track record in directing and managing innovative change and continuous improvement, ensuring excellent organisational performance and outcomes across a complex portfolio of responsibilities;
- Experience of realising the opportunities of digital/blended approaches to all aspects of service delivery;
- A strong track record of successfully developing and delivering first-class, user-centric and inclusive services;
- A successful record of senior management at a relevant scale and breadth, in a people-focused organisation.

Skills and competencies

- The expertise, knowledge and empathy to operate successfully within a distinctive, mission-driven, collegial and high-impact academic environment, engendering the respect of both internal and external stakeholders;
- An ability to translate strategic thought into operational delivery, engaging stakeholders to ensure sustainable, quality services;
- The ability to demonstrate a clear understanding of relevant issues in higher education and how they relate to the student experience, along with the demonstrable ability to acquire the knowledge and understanding necessary to lead the professional services in the University.
- Inspirational and serving leadership style, with empowering management skills, including a commitment to inclusivity, high performance and continuous improvement;

- Proven influencing skills and the ability to represent the University's interests in policy debates at local, regional and national level;
- Excellent written and oral communication skills, including the ability to craft complex messages for diverse stakeholders;
- Excellent motivational and team-building skills;
- A strategic and analytical approach to financial management;
- The ability to manage in an environment with multiple stakeholders;
- A level of comfort with using, developing, interpreting and presenting data as part of an information-led approach to decision making.

Personal Qualities

Candidates must demonstrate:

- A positive energy capable of uniting diverse stakeholders to deliver common goals;
- A creative and innovative approach to problem-solving, identifying opportunities to develop performance that delivers best value for money;
- An engaging and convincing speaking style, capable of enthusing listeners;
- An agile and flexible outlook to respond effectively to the pace of change in the HE sector;
- A presence and delivery that will instill confidence when communicating directly or via a range of media.

How to apply

The University of Bath has retained an executive search partner, Minerva, to advise on the appointment.

For an initial conversation about the role please contact bath@minervasearch.com.

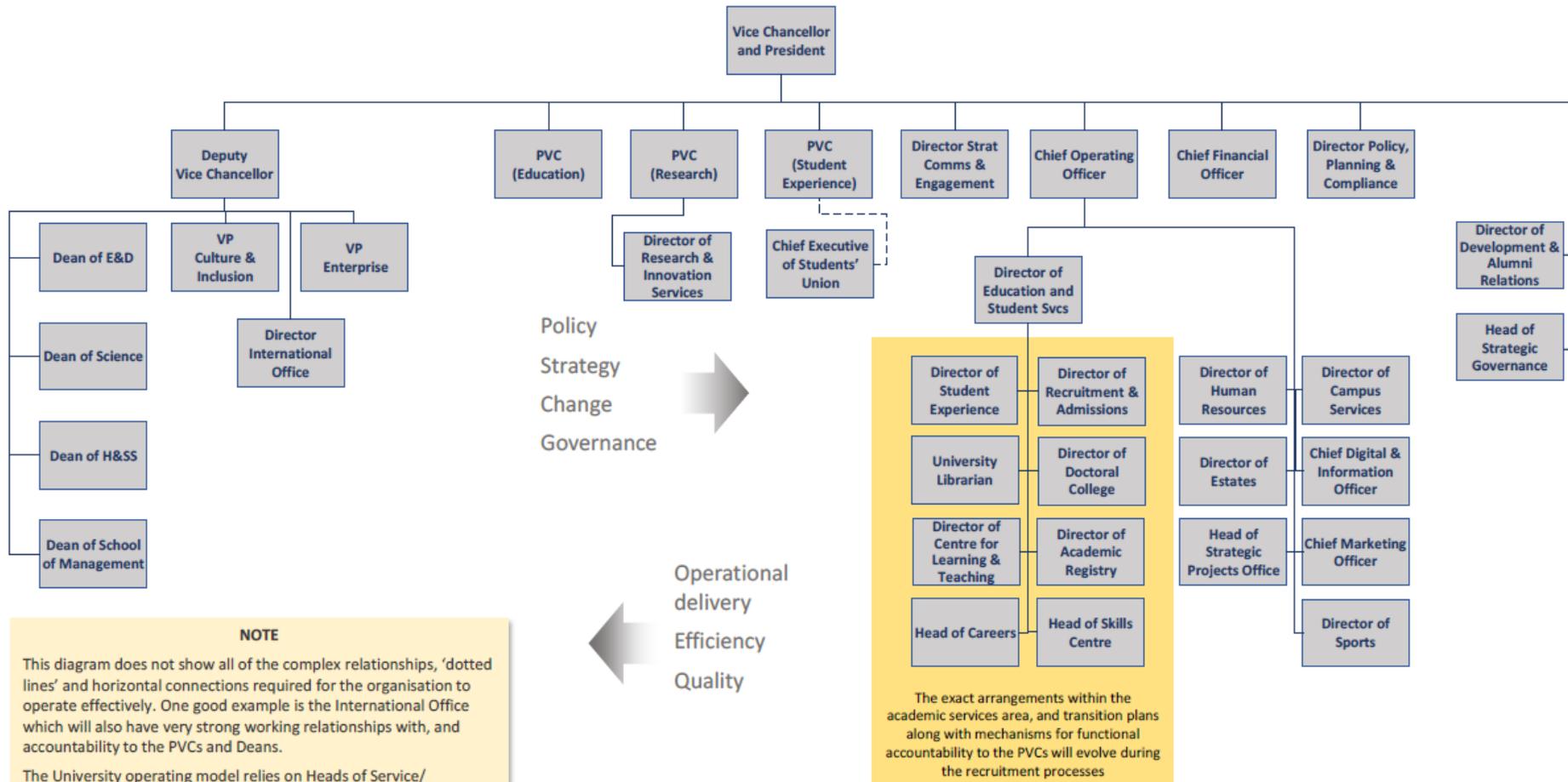
Interested candidates should send a full curriculum vitae and a covering letter outlining how you meet the job description and the person specification to bath@minervasearch.com.

We aim to be an inclusive university, where difference is celebrated, respected and encouraged. We truly believe that diversity of experience, perspectives, and backgrounds leads to a better environment for our employees and students, creating a learning environment and organisational culture that enhances health and wellbeing across our community. We are very proud to have recently received [Ambassadors for Autism certification](#) and are an accredited Disability Confident Leader; committed to [building disability confidence and supporting disabled staff](#).

Appendix

Areas of responsibility

The University of Bath operates in a dynamic, competitive international Higher Education market. In response, the portfolios of its senior managers continually evolve to optimise institutional agility and effectiveness. This is a new role and the line management arrangements and responsibilities will evolve through the recruitment process. However, the expected operating model is shown below:



NOTE

This diagram does not show all of the complex relationships, 'dotted lines' and horizontal connections required for the organisation to operate effectively. One good example is the International Office which will also have very strong working relationships with, and accountability to the PVCs and Deans.

The University operating model relies on Heads of Service/ Department building these relationships to ensure engagement, excellent decision making and assurance of delivery.

Policy
Strategy
Change
Governance

Operational
delivery
Efficiency
Quality

The exact arrangements within the academic services area, and transition plans along with mechanisms for functional accountability to the PVCs will evolve during the recruitment processes

Vertical position does not indicate seniority