



Person Specification

This form lists the essential and desirable requirements needed in order to do the job.
Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job Title: Head of Student Services	
Department: Academic Registrar's Division	
Accountable to: Academic Registrar	
Competency	E/D
Knowledge and experience	
Experience of middle/senior management in a higher education institution	E
Awareness and understanding of the national policy developments and the regulatory environment in the area of student administration and, more generally, the 'student experience'	E
Experience in analysing data	E
Extensive experience in handling complex student cases	E
A working knowledge of major HE systems internationally	D
Communication	
A proven ability to communicate complex information in an effective, concise and tactful manner, both orally and in writing; and to make a persuasive case for change where necessary	E
Experience in writing high level reports, including in synthesising materials from a range of sources	E
Experience in adapting writing styles to meet the intended readership and purpose	E
Attention to detail in written materials	E
Experience in making high quality presentations, including to audiences of academic staff	E
Ability to make effective and authoritative contributions to bodies such as School committees	E
Experience in chairing meetings effectively	E
Liaison and Networking	
Ability to build and maintain effective relationships with a range of colleagues in different areas within an organisation	E
An ability to influence and build consensus	E
Ability to develop a network of peer contacts in other institutions as a basis for identifying points of comparison and best practice elsewhere	E



Teamwork and Motivation	
Ability to encourage a culture of support and feedback, staff empowerment and continuous development	E
Ability to lead by example, by setting an example of high standards, commitment and enthusiasm	E
Planning and organising resources	
Experience in monitoring budgets	E
Experience in appraising resource requests	E
Experience in monitoring service delivery and standards, in taking action to correct any shortfalls; and in delivering process improvements through efficiency	E
Experience of organisational re-structuring	E
Initiative and problem-solving	
Experience in designing improvements to regulations, policies and procedures	E
Experience in advising academic colleagues, administrative colleagues and students on solutions to problems, through a thorough but flexible knowledge of policies and regulations	E
Ability to inspire a reflective and creative approach to problem-solving amongst staff	E
Team Development	
Experience in managing managers effectively, including by developing the skills, enthusiasm and potential of individuals	E
Pastoral care and welfare	
Ensure that staff are provided with appropriate support for their welfare and well-being	E
Ensure that students are provided with appropriate support for their welfare and well-being in those areas for which the post-holder is responsible	E
Investigation, analysis and research	
Experience in analysing national policy developments, including on the external regulatory environment, and communicating about them within an organisation	E
Experience of commissioning and analysing management information, with attention to quality of the source data	E
Decision-making processes and outcomes	
Experience in making difficult and weighty decisions on complex student or staff cases	E



Service delivery	
Experience of developing services to deliver the highest standards of customer service	E
Experience of change management in relation to organisational structure; experience in producing change plans, including analysis of risks; experience of business systems change projects	E
The ability to inspire a culture that aspires to continual improvement	E
The ability to solve problems with flexibility, timeliness, and imagination	E
Experience in developing business continuity plans	E
Imagination in finding ways to seek the views of those clients that use student services	D

E – Essential: Requirements without which the job could not be done.

D – Desirable: Requirements that would enable the candidate to perform the job well.