

## Job Description

**Job Title:** Deputy Head of Student Services (Student Support)

**Department:** Student Services

**Grade:** E

**Location:** Guildhall School of Music & Drama

**Responsible to:** Head of Student Services

**Responsible for:** Senior Health and Welfare Advisor, Senior Disability and Welfare Advisor

### Purpose of Post

The Deputy Head of Student Services (Student Support) will be an integral member of Student Services responsible for coordinating and managing the processes for handling student and staff enquiries across Guildhall School, ensuring effective assessment and referral for student wellbeing, disability and mental health enquiries and referral to specialist members of staff within the team, counsellors, safeguarding and external support services.

They will be responsible for supporting students who may require a range of wellbeing, disability and mental health support, including risk assessment. They will be responsible for working with members of Student Services to support Student of Concern (SoC) process and the School's Report + Support Platform.

### Main Duties & Responsibilities

1. To develop and manage the processes for triaging initial student support enquiries, assessing students, implementing ongoing support and appropriate interventions and, where appropriate, referral on to further specialist support.
2. To develop and manage the processes for record keeping, information sharing, data collection and analysis, and service review and reporting, with regards to student support
3. To provide strategic leadership and direction for student support services, monitoring and identifying areas for improvement regarding disability and health support at Guildhall School, ensuring that practices are compliant with Guildhall School's aims and relevant regulations, are student-centred and are delivered effectively.
4. To manage an on-going caseload of students experiencing a wide range and degree of disabilities, neurodiversity, physical and mental health conditions, providing follow-up advice and liaison with the wider School and where appropriate external medical professionals to ensure student retention, widening participation, and academic and personal progression.
5. To facilitate and deliver support to students in mental health crises and with complex needs, assessing risk and making autonomous decisions regarding student cases, escalating to include external healthcare services and/or Senior Managers when required.

6. To maintain up to date knowledge of relevant legislation and working practices, engaging with and utilising sector benchmarking and research.
7. To work collaboratively with all departments and professional services colleagues providing expert advice, problem solving and promoting and ensuring compliance with best practice and relevant legislation, advocating for student need when required.
8. To take a lead role in establishing and developing external networks and referral mechanisms to ensure an appropriate level of disability support is offered to students.
9. To represent Student Services at open days and offer-holder and current student events, raising the profile of the Service within the School and to prospective students.
10. To ensure compliance with all relevant legislation and take responsibility for understanding and implementing School and Student Services policies and procedures including those governing Health and Safety, Equal Opportunities, Safeguarding, Confidentiality, Data Protection, Freedom of Information and Disability, within the remit of the post.
11. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
12. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
13. To undertake any other duties that may reasonably be requested appropriate to the grade

# Person Specification

**Job Title:** Deputy Head of Student Services (Student Support)

**Department:** Student Services

**Grade:** E

**Trent Position number:** TBC

**DBS Criterion:** Enhanced DBS with children's barred list

**Security Vetting Criterion:** No security vetting is required

Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application (**A**), interview (**I**) or test (**T**) as indicated below.

## Professional Qualifications / Relevant Education & Training

1. A first or higher degree and/or a relevant professional qualification. (A)
2. Relevant training and/or qualification in risk management e.g. IOSH Managing Safely
3. Relevant training and/or qualification in health, disability, wellbeing e.g. Mental Health First Aid, Prevent (Desirable) (A, I)

## Experience Required (Essential/ Desirable listed)

1. Significant and recent experience of working within student support services in Higher Education.(Essential) (A, I)
2. Significant and recent experience working with and supporting individuals with long-term health conditions including physical and mental-health, and who are neurodiverse (Essential) (A, I)
3. Experience of management and / or leadership (Essential) (A,I)
4. Significant experience of managing challenging conversations and meetings, with empathy and sensitivity in complex cases (Essential) (A,I)
5. Significant experience of managing complex caseloads, prioritising urgent cases and being adaptable when priorities change (Essential) (A,I)
6. Significant experience of working independently and making autonomous decisions, escalating cases when required (Essential) (A,I)
7. Significant experience of undertaking assessments, both initial and on-going, to establish priorities, student need and risk (Essential) (A,I)
8. Experience of leading and co-ordinating multi-disciplinary teams (Desirable) (A,I)
9. Significant experience of managing confidential and sensitive information with excellent understanding of data protection guidelines (Essential) (A,I)
10. Experience of public speaking, including delivering presentations both in-person and online. (Desirable) (A)

## Technical Skills & Knowledge

- Strong and up-to-date knowledge and understanding of relevant guidance, policy, legislation, including the Equality Act 2010, in relation to student disability and wellbeing in Higher Education. (Essential) (A,I)

- Good understanding of how long-term physical and mental health conditions, disabilities and neurodiversity can impact on individuals (physiologically, socially, etc.) and how this can impact student experience, including identifying access requirements, reasonable adjustments and risk (Essential) (A,I)
- Strong knowledge of Disabled Students' Allowance and other funding bodies (Essential) (I)
- Good knowledge of safe-guarding policies and procedures (Essential) (A,I)
- Excellent IT skills, proficient in Microsoft Office 365 and experience of working in student record systems (Essential) (A)
- Excellent analytical and problem-solving skills (Essential) (A,I)
- Excellent verbal communication skills, and ability to disseminate complicated information effectively (Essential) (A,I)
- Excellent written communication skills, including objective and accurate documentation for risk assessment documents, case-work notes (Essential) (A,I)
- Thorough awareness of issues particularly effecting students (Essential) (A,I)
- Effective influencing and negotiating skills (Essential) (A,I)
- Interest in the performing arts (Desirable) (A,I)

### Other Relevant Information

1. Working hours: 9.00am – 5.00pm, Monday to Friday, 35 hours per week

### Recruitment – Note to Applicants

***The qualifications, experience and technical skills will be used in the decision-making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s) and experience. It is essential you address the criterion marked as (A) on your application form in the section for supporting information, this will be the minimum criteria for shortlisting.***

***Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.***

# Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

## **Contract**

The position is offered on a permanent basis.

## **Salary**

The salary range for this job is £47,620 - £53,310 per annum inclusive of all allowances. This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

## **Pension**

The pension scheme provided by the City of London is the Local Government Pension Scheme (LGPS). The LGPS is a public sector, statutory, funded, defined benefit pension scheme. Benefits are accrued based upon scheme member's salary and the length of time for which they are a member of the scheme.

You will automatically be admitted to the City of London Corporation's Pension Scheme. Member contributions are based upon the rate of pensionable pay received by the scheme member. Members contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary. Please see here for the [contribution bands](#). There is also an option to join the 50/50 section of the scheme where members pay half the contribution rate and accrue benefits at half the accrual rate.

**The current employer contribution rate for the City of London is 21%.**

Further details can be found on the national [LGPS website](#) and/or the [City's pension website](#).

If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.

## **Hours of Work**

Normal hours of work are 35 hours per week excluding lunch breaks, Monday to Friday, inclusive but the post holder shall be expected to work the hours necessary to carry out the duties of the position.

## **Frequency and Method of Payment**

This is a monthly paid appointment and salaries are credited to a Bank or Building Society Account on the 11th of each month.

## **Annual Leave**

There is an entitlement of 28 days annual holiday plus Bank Holidays. There are subsequent increases to entitlement to annual holiday according to length of service.

### **Continuous Service**

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits; for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

### **Probationary Period**

You will be employed initially on a six-month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

### **Notice Period**

One month by either party after satisfactory completion of probationary period.

### **Learning and Employee Development**

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in house programme covering more general training needs.

### **City Benefits**

As an employee of the City Corporation, you have access to exclusive discounts and privileges through a combination of internal offers from our departments and an external service we have subscribed to from Reward Gateway.

### **Employee Volunteering Programme**

The City Corporation, in line with its aims to contribute to a flourishing society, shape outstanding environments and support a thriving economy, offers employees paid special leave time during normal hours to encourage employees to volunteer their time and skills to Volunteer Involving Organisations (VIOs) operating within the Square Mile, London and beyond.

Full-time employees may take up to 2 days or 14 hours per year in which to volunteer, between 1 January and 31 December. For temporary and part time employees these hours are adjusted pro rata. Volunteering time can be taken in smaller bite size e.g. 2 hours a week over 7 weeks, where this can be accommodated by the City Corporation and meets the requirements of the volunteer organisation

### **Sickness Absence and Pay**

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement

