Student Services Manager

Overview

Bader International Study Centre (BISC), located at historic Herstmonceux Castle, East Sussex, is the overseas campus of Queen’s University (Canada). Queen’s is a leading Canadian university with high entry levels which attracts top students from around the world. The BISC Academic Program consists of an array of undergraduate courses across the humanities, science, commerce and social sciences, with some specialized field schools.

The BISC is committed to employment equity, inclusion and diversity and supports fair treatment and opportunity for all. No job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

Student Services department

The Student Services department consists of 6-7 members of staff; the Student and Enrolment Services Director (SESD); the Student Services Manager (SSM); the Assistant Student Services Manager (ASSM); 3-4 Student Life Coordinators (SLCs); the Student Success and Learning Development Adviser (SSLDA).

Salary: £27,100 per annum

Working hours: Full time (37.5) hours per week
## Job Description

### Main purposes of job
To work with the SESD and ASSM to manage:
- student welfare, personal growth and non-academic skill development;
- all aspects of non-academic student conduct;
- the successful transition of students initially to the BISC and then to Queen’s University (Canada).

### Main duties
- In conjunction with the SESD and ASSM, the SSM shares the management of and responsibility for:
  - the implementation of campus-wide educational and community programming that encourages student engagement, learning and skill development;
  - fostering a positive, safe, community environment that supports student growth, welfare, and development;
  - providing advice and support of students experiencing stress or crisis including those with mental health or welfare concerns;
  - the recruitment and coordination of student volunteers; and
  - liaising and working collaboratively with other campus and community professionals to assist students to fulfil their potential.
- Manage and resolve student cases relating to appeals, complaints and breaches of Queen’s Code of Conduct.
- Support and contribute to campus initiatives, participate in working groups and meetings and demonstrate a commitment to the ongoing development and professional service.
- Provide emergency and crisis response.
- Contribute to development of student policy, regulations and procedures ensuring consistent implementation, monitoring and review.
- Be responsible for a variety of administrative duties including but not limited to:
  - maintaining appropriate student and financial records ensuring GDPR compliance;
  - maintaining the department’s student database;
  - completing risk assessments as required; and
  - managing the student activities budget.
- Support and staff campus initiatives developed by Student Services.
- Manage the SLCs and in partnership with the SESD and ASSM develop core programs, staff training, and other Student Services activities.

### Additional duties
- Work collaboratively with the SESD and the Administration Office at the BISC on student enrolment planning, administration and logistics.
- Support BISC recruitment and retention efforts and priorities through the development and provision of a variety of transition programs and services to facilitate students’ successful transition to and from the BISC:
### JOB DESCRIPTION AND PERSON SPECIFICATION

| Additional duties (cont’d) | o facilitate and drive student persistence through the provision of student support programs, activities and services;  
o plan and coordinate the collection of pre-arrival, arrival and departure information and disseminate as appropriate to campus partners, ensuring GDPR compliance;  
o communicate with incoming, outgoing and resident students and provide information and assistance;  
o provide guidance to students completing visa and immigration applications;  
o co-ordinate, plan and oversee student Orientation and End of Term celebrations;  
o liaise and collaborate with campus partners on marketing and recruitment efforts;  
o collect, compile and interpret information related to transition initiatives to assess and report on their effectiveness; and  
o co-ordinate and deliver pre-departure sessions for students (e.g., housing, academics etc.) on-line and in Kingston, Ontario during the Summer Orientation to Academics and Resources (SOAR) programs. |

| Key results/objectives | • Provide transition programs and services that promote student learning, skill development, persistence and success.  
• Support student health and wellbeing.  
• Provide emergency and crisis response.  
• Support BISC recruitment and retention efforts and priorities.  
• Demonstrate the knowledge, skills and disposition required to work effectively in a student services position and environment. |

| Responsible for staff/equipment | Supervision of Student Life Coordinators |
| Reporting to | Student Services Director |

### Person Specification

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<th>Criteria</th>
<th>Essential</th>
<th>Desirable</th>
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<td>Qualifications</td>
<td>• Master’s degree in Education, Counselling, Social Work or Student Affairs/Services or similar field.</td>
<td>• Training and/or qualifications in the spheres of inclusivity and health and wellness (e.g, ASIST, Positive Space, Bystander Intervention).</td>
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| **Skills/competencies** | - Proven track record of professional student services experience required with additional consideration given to those candidates with education in a related field.  
  - Strong supervisory skills.  
  - Demonstrated experience in crisis response preferably in a post-secondary environment.  
  - Superior organizational and problem resolution skills.  
  - Excellent attention to detail.  
  - Extensive knowledge and command of word processing, spreadsheet, and database programs, as well as knowledge of web authoring platforms, graphics programs, and social media. | - Experience working with students for whom English is a second language.  
  - Experience with Canadian post-secondary educational system. |
| **Knowledge and experience** | - University conduct processes.  
  - Student development theories. | - Previous experience using student database systems such as eRez. |
| **Special attributes**   | - Awareness and appreciation of cross-cultural issues and their impact on international students.  
  - Demonstrated awareness of, and sensitivity to, cultural, ethnic, and individual diversity and values. |                                                                                            |
| **Personal qualities**   | - Commitment to equity, diversity and inclusion.  
  - Ability to work in a team to reach common goal(s) and accept and give constructive feedback.  
  - Demonstrated self-confidence, determination and positive work-ethic. |                                                                                            |
| **Other**                | - Must be eligible to work in the UK.  
  - Satisfactory enhanced police check (eg, Disclosure and Barring Service).  
  - Equivalent combination of education and experience will be considered. |                                                                                            |