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# Director of Student Services (Careers Leader)

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## External Vacancy

**Post Ref: 6014. Full Time, 37 hours per week. Permanent. £44,040.78 - £51,033.56 per annum.**

**Attractive benefits for this post include 35 days' annual leave per year plus bank holidays and the opportunity to join the Local Government Pension Scheme.**

We are seeking for an inspirational, experienced leader who is passionate about excellence and wants to make a difference to our student support services. Reporting to the Assistant Principal Student and Customer Experience, you will be part of the College Leadership Group and work closely with the Senior Team in developing an excellent student experience across the College, through outstanding approaches to the development of careers education, employability skills, citizenship and student support interventions including safeguarding.

You will lead the strategic development and operational delivery of creative, dynamic and responsive cross-college student support services that embody our student first ethos. You will contribute to the development and success of the College's Vision, Strategy and Values and play a key role in transforming the student experience.

You will develop innovative and effective annual plans and short-term initiatives that meet the needs of the College and its students. You should have the ability and knowledge to proactively carry out your duties and will be required to chair or attend regular meetings, carry out performance analysis, prepare and deliver presentations and reports.

You must be adept at developing and maintaining excellent working relationships at all levels built on professional expertise, credibility and trust, demonstrate high levels of emotional intelligence, have a flexible mind-set and a data focused skillset. You should also be an excellent people manager able to motivate and lead teams to deliver and maintain high standards within the College.

You will work as part of an experienced, friendly and caring leadership team, and work closely with people from across the College as well as with relevant external stakeholders. Your ability to build and maintain productive relationships is essential.

Sunderland College has an exciting future and we are looking for someone who wants to be part of our transformation. Our campuses are based across Sunderland and Hartlepool and we are the largest multi campus College in the North East. Annually the College delivers education and training to 13,500 students ranging in age from 14-16, 16-18, 19 years and above. Delivery spans all education routes including GCSEs and A Levels, professional and technical education, apprenticeships, higher education and commercial activity.

In the last few years the College has been inspected and achieved 'good' with strong features, we



recently won a national Beacon Award for our approaches to Employer Engagement, a reflection of the value we place on collaboration and partnerships. We have also achieved TEF Silver for our Higher education teaching and learning. We are Matrix Accredited for our IAG Services and work closely with the NE LEP to embed the Gatsby Good Career Benchmarks across the region as lead college in the North East Ambition: Careers Hub. The College has also recently achieved Continuing Excellence for the Better Health at Work Award.

Applicants should be able to demonstrate, in their personal statement, practical examples of how they fulfil the person specification.

Due to the nature of this post you will be required to undertake an Enhanced Disclosure Check.

To find out more about this great opportunity visit [www.sunderlandcollege.ac.uk/vacancies](http://www.sunderlandcollege.ac.uk/vacancies) alternatively email [vacancies@sunderlandcollege.ac.uk](mailto:vacancies@sunderlandcollege.ac.uk) or call 0191 511 6046 to request an application pack.

**All applications must be received by 12:00 noon on Friday 27 July 2018**

**It is anticipated that interviews will take place during the week commencing 13 August 2018**

We are working towards equal opportunities and welcome applications from all sections of the community. We are committed to PREVENT and safeguarding the welfare of children and vulnerable adults.

## Job Description

*(This is a description of the job as it is as present constituted. It may be necessary, from time to time, to update job descriptions to ensure that they relate to the job as then being performed. Therefore, management reserve the right to make changes to your job description, commensurate with your grade/level in the organisation, after consultation with you).*

Post Title	<b>Director of Student Services (Careers Leader)</b>
Post Reference:	<b>6014</b>
Reports to	<b>Assistant Principal : Student and Customer Experience</b>
Department	<b>Student &amp; Customer Experience</b>
Grade	<b>043-048</b>
Contract	<b>Management</b>
Location	<b>Any College Campus</b>

## ROLE PURPOSE

Provide strong, visible leadership to deliver an exceptional student experience in line with the College's strategic goals and Student First Ethos. Ensuring the delivery of effective, comprehensive and customer focused student engagement strategies which promote, support and celebrate student progress, achievement, and prepares them for the world of work. This post also includes Operational Designated Lead for Safeguarding & Prevent and Careers Leader for the College taking primary responsibility for the Careers Strategy and how it is delivered across Sunderland College.

This post has responsibility for the leadership of following designated functions

- **Student Registry**
  - Student Enrolment
  - Timetabling and Registers
  - Examinations
  - Student Finance
  - Front of House
  - Reprographics
- **Student Experience**
  - Student Development
  - Employability
  - Careers Education Information, Advice and Guidance
  - Student Engagement
  - Intensive Support

### The post holder will:

- Be adept at developing and maintaining excellent working relationships at all levels built on professional expertise, credibility and trust.
- Demonstrate emotional intelligence and political sensitivity in dealing with complex and sensitive issues to achieve the outcomes required for the Service and the College.

- Demonstrate a flexible mind-set when seeking to develop and deliver creative and innovative solutions that meet presenting and anticipated needs of the Service.

## KEY ACCOUNTABILITIES

### Leadership and Management

- Pro-active membership of leadership group, effectively contributing to strategic and operational decision making and planning.
- Provide inspiring and motivating leadership to ensure that the College offers the highest quality service to its students and foster a culture of high aspiration which inspires and empowers students to be the best they can be.
- Demonstrate day-to-day commitment to the College's core values and mission, leading by example. Encourage the commitment of staff and implementation of the College's policies, practices and procedures, including those relating Health and Safety.
- Provide strategic oversight for approaches to areas of Student Registry and Data and Student Experience.
- Provide dynamic and effective line management to ensure continuous improvement in student support services throughout the Student Journey.
- Ensure effective cross-college communication to shape a positive staff culture and communicate ownership of policies and decisions so that staff are fully aware of and focused on achieving College objectives.
- Provide clear, accurate and timely reports to the SLT, Governors, Management colleagues and partner agencies on matters relating to the responsibilities of the role.
- Work closely with the Director of MIS, Funding and Planning and Head of Student Registry to ensure that the funding methodologies of the various funding agencies are optimised to the benefit of students' programmes and the financial outcome of the College.
- Work with other College managers to ensure the timely and accurate completion and return of information and statistics to relevant bodies.
- Manage self-assessment and development planning for the areas under the post holder's control. To contribute designated sections to the College's annual Self-assessment Report.
- Manage financial resources, in line with the college's financial regulations, to ensure that expenditure is appropriately focused; students are fully supported and is linked to delivering the organisation's strategic objectives and plan.
- Lead staff development sessions, including Student Journey, Careers Education and safeguarding.

### Student Journey

- Lead, develop and implement a comprehensive strategy and timetable for student experience, outlining the Sunderland College student journey including key landmarks and measures of success.
- Ensure that student & customer experience teams provide outstanding customer service and guidance to provide an exceptional student (and parental) experience from open day to leaving.

- To undertake the role of Careers Leader (Operational), as outlined in national guidance (see appendix 1), leading the delivery of excellent careers education provision which ensures outstanding levels of positive progression.
- Work with the Head of Student Registry and Data to ensure the collection, processing and maintenance of accurate, up-to-date and comprehensive student records data on the College's student records system (ProSolution), which is setup in a manner which maximises the efficient support of student life-cycle and, teaching and learning activity.
- Cross-college leadership of the delivery of a highly effective pastoral system which meets the needs of students and parents and ensures outstanding levels of attendance, retention and positive progression.
- Work with the Head of Student Experience to ensure a high degree of consistency in the delivery of the common elements of the Student Development & Engagement programmes.
- To lead on processes impacting student experience, encouraging staff to innovate to constantly improve delivery.
- Ensure that student voice processes are truly responsive, that constructive feedback is acted upon to improve the College offer for students and opportunities for student involvement in the life of the College are maximised.
- Work with the Head of Student Experience to ensure the development and implementation of the College's Student Voice Framework that empowers students to take action on issues that most impact their education.
- Ensure currency of knowledge and understanding of national guidance in relation to funding methodology, ILR rules and regulations, data processing and GDPR.
- Work with Faculty Directors to implement initiatives to reduce and eliminate gaps in success and value added between different groups of students.
- To be the Deputy Senior Designated Lead for Safeguarding and Prevent ensuring compliance with and implementation of all College policies and procedures in respect of legislation concerning children and vulnerable adults.
- Work with the Director of Marketing, Sales & Corporate Affairs to deliver processes to promote and celebrate student involvement and achievement.
- Deputise for the Assistant Principal representing Student & Customer Experience by chairing or attending meetings, network or sector groups internally and externally.
- Contribute to the college's delivery of the Risk Management policy and ensure that staff teams frequently review risk assessments and manage risk effectively.
- Ensure a safe, secure and healthy learning for all students including setting and ensuring high standards for student behaviour.

## GENERAL RESPONSIBILITIES

- Travel to other locations to attend meetings and meet with the teams when required.
- To work at any of the College sites on a temporary or indefinite basis.
- To undertake such duties as are reasonably allocated, appropriate to the grade of the post
- To take appropriate responsibility for PREVENT and the safeguarding and promotion of the welfare of children and/or vulnerable adults.
- To uphold British Values, the college values and responsibilities with regard to equality and diversity.
- To understand and adhere to college Health and Safety policies and guidelines ensuring compliance with statutory legislation
- Undertake such other duties as may be reasonably required.

## Person Specification

Post Title: Director of Student Services (Careers Leader) Post Ref: 6014

				ASSESSMENT METHOD			
	Essential	Desirable		Certificate	Application Documents	Reference	Selection Process
Qualifications							
Educated to Degree Level or equivalent	✓			✓	✓		
Level 5 Management qualification or willingness to work towards and obtain within 2 years		✓		✓	✓		
GCSE Maths and English Grade A* - C or equivalent	✓			✓	✓		
Evidence of continuous professional development	✓			✓	✓		
Hold a teaching qualification (PGCE, Cert.Ed, QTS)		✓		✓	✓		
Safeguarding to Level 3 – minimum of level 2 with a willingness to work towards level 3		✓		✓	✓		
Specialist Knowledge							
At least 2 years successful experience of working with students in an educational setting	✓				✓	✓	✓
Knowledge of student enrolment systems and procedures	✓				✓	✓	✓
Knowledge and understanding of the Education sector, the ESFA and HEFCE and other funding methodologies and mechanisms.	✓				✓	✓	✓
Knowledge of proactive strategies to motivate students	✓				✓	✓	✓
Good understanding of the importance of safeguarding young people and adults at risk including Prevent	✓				✓	✓	✓
Good knowledge and understanding of the importance of DDA, E&D	✓				✓	✓	✓
Knowledge of the tutorial models and innovative and engaging ways to deliver topics to groups of students including Every Student Matters	✓				✓	✓	✓
Knowledge and understanding of Student Representation and	✓				✓	✓	✓

	Essential	Desirable		ASSESSMENT METHOD			
				Certificate	Application Documents	Reference	Selection Process
student voice							
Understanding of managing and developing impactful Careers Education Informative Advice and Guidance	✓				✓	✓	✓
Up to date knowledge of latest developments in all student support strategies and development	✓				✓	✓	✓
Knowledge of the effective use of support funds to support student participation and achievement	✓				✓	✓	✓
Knowledge of individualised learning		✓			✓	✓	✓
Knowledge of SEN Code of Practice		✓			✓	✓	✓
Knowledge of learning support funding methodology (ALS)		✓			✓	✓	✓
Knowledge of the effective use of Assistive technologies		✓			✓	✓	✓
<b>Experience</b>							
Experience of successfully leadership of a cross-organisational team with an educational establishment leading to improvements in performance and achievement of targets	✓				✓	✓	✓
Experience of developing and implementing systems, policies and procedures across a large educational establishment	✓				✓	✓	✓
The ability to strategically co-ordinate the work of the different sections of the department to meet the strategic and operational needs of the college, including an ability to prioritise work in order to meet internal and external deadlines	✓				✓	✓	✓
Experience of using IT applications commonly found in an FE information systems environment, such as ProSolution Student Record Tracking System, timetables, registers, and others.	✓				✓	✓	✓
Experience of encouraging and motivating students	✓				✓	✓	✓
Experience of working with young people and adults with varying levels/ ranges of abilities	✓				✓	✓	✓
Experience of providing pastoral care support	✓				✓	✓	✓
Experience of record keeping and planning, tracking and data	✓				✓	✓	✓



	Essential	Desirable		ASSESSMENT METHOD			
				Certificate	Application Documents	Reference	Selection Process
analysis							
Experience of dealing with student and staff safeguarding issues and Criminal Disclosure	✓				✓	✓	✓
Experience of target setting for both staff and students	✓				✓	✓	✓
Be able to teach creatively, adapting to the needs of a variety of students and be willing to explore new		✓			✓	✓	✓
Achievement of measurable results in the delivery of support services to a diverse client group.	✓				✓	✓	✓
Experience of specialist learning support delivery post 16		✓					
Successful budget management		✓			✓	✓	✓
<b>Skills and Understanding</b>							
Ability to positively promote the College Values and staff and students.	✓				✓	✓	✓
Ability to analyse and assimilate information quickly and find ways of overcoming day to day issues	✓				✓	✓	✓
Ability to be able to set and monitor KPIs	✓				✓	✓	✓
Ability to manage a multi-functional team to deliver results	✓				✓	✓	✓
Ability to build relationships of trust and respect	✓				✓	✓	✓
Computer literate - able to use all Microsoft Office Applications, specialist software and the VLE.	✓				✓	✓	✓
Excellent, communication and interpersonal skills.	✓				✓	✓	✓
Ability to set clear targets and evaluate outcomes	✓				✓	✓	✓
Good presentational skills.	✓				✓	✓	✓
Good organisational and administrative skills	✓			✓	✓	✓	✓
<b>Personal Attributes</b>							

	Essential	Desirable		ASSESSMENT METHOD			
				Certificate	Application Documents	Reference	Selection Process
Suitable to work with children and young people	✓			✓ Criminal records check via DBS	✓	✓	✓
The ability to communicate at all levels	✓				✓	✓	✓
To have flexibility and willing to try out new ideas	✓				✓	✓	✓
Tact and diplomacy	✓				✓	✓	✓
Well organised and self motivated	✓				✓	✓	✓
Ability to work with integrity at all times	✓				✓	✓	✓
Ability to work under pressure	✓				✓	✓	✓
Willingness to develop self and others	✓						
To have due regard and take appropriate responsibility for PREVENT and the safeguarding and promotion of the welfare of children and/or vulnerable adults.	✓				✓	✓	✓
To uphold British Values, the college values and responsibilities with regard to equality and diversity.	✓				✓	✓	✓
To understand and adhere to college Health and Safety policies and guidelines ensuring compliance with statutory legislation.	✓				✓	✓	✓
<b>Other</b>							
Ability to work occasional Saturdays and evenings where reasonably required	✓				✓		
Ability to drive and access to a vehicle	✓				✓		
Ability and willingness to travel between sites and to external meetings as required.	✓				✓		

## Appendix 1: Careers Leader

Operational leadership responsibilities	
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Having responsibility and accountability for the delivery of career guidance.</li> <li>• Developing a career guidance delivery plan.</li> <li>• Contributing to the college careers leadership team and being a member of the careers standing committee.</li> <li>• Reviewing and evaluating career guidance to provide information for the college development plan, and to prepare for Ofsted inspections, Matrix accreditation and Quality in Careers Standard assessments.</li> <li>• Providing insights about changes to education and training and to labour market to the standing committee to inform the development of the college's careers provision.</li> <li>• Promoting career guidance within the college.</li> </ul>
<b>Management</b>	<ul style="list-style-type: none"> <li>• Planning the programme of activities in career guidance, pre-and at entry, on programme and at exit.</li> <li>• Briefing and supporting teaching, lecturing and tutorial staff involved in delivering the careers programme.</li> <li>• Monitoring delivery of the careers programme, to ensure it meets the needs of the college's diverse range of learners.</li> <li>• Supporting staff providing initial information and advice to students.</li> <li>• Managing the work of the Careers Advisers.</li> <li>• Advertising job and apprenticeship vacancies and providing a placement service.</li> <li>• Managing the careers budget.</li> <li>• Managing own CPD and the CPD of staff with responsibility for delivering the college's careers programme.</li> </ul>
<b>Co-ordination</b>	<ul style="list-style-type: none"> <li>• Managing the provision of careers and labour market information, and its distribution within the college.</li> <li>• Managing the careers section of the college's website, and communicating key messages to students via social media.</li> <li>• Working with curriculum areas and tutorial programme leaders to plan their contributions to career guidance.</li> <li>• Liaising with tutors, mentors and learning support staff to identify students needing guidance.</li> <li>• Ensuring that student with EHC plans are fully included in the careers programme and that services and support for these learners are effectively managed and coordinated.</li> <li>• Referring students to Careers Advisers and promoting the service to students for self-referral.</li> </ul>
<b>Networking</b>	<ul style="list-style-type: none"> <li>• Liaising with schools to facilitate outreach and pre-entry guidance.</li> <li>• Ensuring that apprenticeship providers and universities have access to students to provide information on opportunities.</li> <li>• Establishing and developing links with employers to contribute to the careers programme.</li> <li>• Working with employers and learning providers to create progression opportunities for students.</li> <li>• Networking with the wider guidance community and professional bodies, at local, regional and national levels.</li> <li>• Liaising with the local support service for young people who are vulnerable, NEET or have an EHC Plan.</li> <li>• Managing links with the LEP, NCOP, National Careers Service and other external organisations.</li> </ul>

