



## **Interim Head of Student Support 12 month FTC**



### Role Profile

<b>Job title:</b>	Head of Student Support – 12 month FTC
<b>Salary/ Rate:</b>	£44,000 (£55,000 pro rata at 0.8)
<b>Responsible to:</b>	Chief of Strategy & Student Life
<b>Responsible for:</b>	Student Support
<b>Contract Type:</b>	Part time – 12 month FTC
<b>Hours per week / FTE :</b>	30 hours per week (none working day Wednesday)

### Job Purpose

As the Interim Head of Student Support, you will lead a dedicated team responsible for delivering comprehensive support services to our diverse student body. Reporting to the Chief of Strategy and Student Life, you will lead three distinct support functions (Counselling Service, Wellbeing Service and Inclusive Support Service) as well as oversee development and implementation of policies and processes to enhance student well-being, inclusivity, and safety.

The purpose of this role at UA92 is to ensure students have access to the right support at the right time, enabling them to engage fully with their studies and wider university life. As Interim Head of Student Support, you will contribute to building a consistent, coordinated approach to student wellbeing, inclusion, and safety. You will lead services that are responsive to student needs, aligned with institutional priorities, and delivered in a way that is practical, effective, and student-focused.

### Role Specific Duties and Responsibilities

- Act as the Designated Safeguarding and Prevent Lead, ensuring compliance with all safeguarding policies and procedures.
- Lead the growth and development of UA92's student support services, aligning with organisational values and sector guidance.
- Develop and implement policies related to disability and inclusion, mental health, and sexual violence prevention.
- Organise pastoral and cultural events to promote student belonging, safety, and resilience.
- Collaborate with academic and professional staff to ensure holistic student well-being strategies.
- Monitor and report on key performance indicators for student support services.
- Manage allocated budgets and staffing effectively.
- Engage with external networks in the higher education sector to stay informed and influence student support practices.
- Lead the student support team, ensuring best practice and student support is delivering for the students of UA92.

## General Duties and Responsibilities

- Champion the UA92 brand and foster a culture of innovation, growth, shared responsibility and individual accountability always putting provision of an excellent student experience in primary focus.
- Be a pro-active, effective and supportive team member.
- Maintain a cost-conscious and efficient approach when undertaking all aspects of the role in order to manage resources effectively, optimise performance and contribute to the future success of UA92.
- Comply with appropriate legislation and local policy in respect of confidentiality, information governance and security, Freedom of Information, Data Protection and the GDPR.
- Contribute to a safe learning and work environment ensuring awareness of individual responsibilities and compliance with Health and Safety and Safeguarding policies and procedures at all times.
- Participate in objective/target setting and review/appraisal of your own performance to inform personal development aligned to the role and progression/remuneration decisions.
- Participate in mandatory and other training and development opportunities supporting a culture of continuous professional, personal and team development.
- Promote equality of opportunity and diversity for students and staff ensuring an inclusive and supportive learning and work environment.
- Any other duties commensurate with the grade and level of responsibility for which the post holder has the necessary experience and/or training.

This job description is intended as a general guide to the duties attached to the post. It may therefore be altered from time to time, in consultation with the role holder, to reflect the changing needs of UA92.

## Person Profile

Criteria	Essential / Desirable	Method of Assessment*
<b>Qualifications</b>		
Membership of British Association for Counselling and Psychotherapy (BACP).	Desirable	Application Form / Interview
Level 3 Safeguarding qualification or willingness to achieve one	Desirable	Application Form / Interview
<b>Experience and Knowledge</b>		
Experience of managing and implementing effective safeguarding procedures and practices in a HE context,	Essential	Application Form / Interview

and leading on decision making and practical response to safeguarding matters		
Significant experience in leading student support services in Further or Higher Education settings	Essential	Application Form / Interview
Knowledge of relevant legislation and policies regarding disability support and student well-being.	Essential	Application Form/Interview
<b>Job Related Skills and Abilities</b>		
Expertise in developing and implementing policies for mental health and suicide prevention	Essential	Interview
Strong communication, crisis management, and interpersonal skills	Essential	Interview
Ability to work collaboratively and autonomously in a fast-paced environment.	Essential	Application Form / interview
Commitment to equality, diversity, and the safeguarding of students.	Essential	Application Form / interview
<b>Values and Behaviours</b>		
Acts as a role model for the UA92 Values ( <i>We Care, We're Brave &amp; Bold, We're Inclusive</i> )	Essential	Interview
A clear passion for and a desire to provide an outstanding student/staff experience.	Essential	Application Form / Interview
A commitment to equality and diversity and the safeguarding and wellbeing of young people, vulnerable adults, children and staff.	Essential	Application Form / Interview
A strong and resilient team player with drive, determination and a natural desire to work collaboratively.	Essential	Application Form / Interview
A high level of integrity with a personal style that inspires trust and confidence.	Essential	Interview
Innovative, creative and resourceful, with a commitment to continuous improvement.	Essential	Interview
Enthusiastic and self-motivated with a commitment to continuous professional development.	Essential	Interview