

**Job description**

<b>Post:</b>	Head of Student and Academic Services	<b>Grade:</b>	L
<b>Department:</b>	Student and Academic Services		
<b>Responsible to:</b>	Principal		
<b>Responsible for:</b>	<u>Direct reports:</u> Student Services & Welfare Manager Quality & Regulations Manager Student Records, Data & Visa Manager Library Manager <u>Indirect reports:</u> X2 Student Support Officers Accommodation & Welfare Officer Quality & Regulations Officer X2 Library Assistants		

**Main purpose:**

- Support the Principal with strategic initiatives as a member of the Senior Leadership Team
- Lead the development, oversight, implementation and enhancement of institutional academic policy and Norland's academic regulatory framework.
- Assess, analyse and enhance the quality and standards of Norland's academic provision, ensuring compliance with the Office for Students' Conditions of Registration and all other regulatory matters, and report on such matters to the SLT, relevant sub-committees, Academic Board and, when appropriate, the Board of Directors.
- Oversee the student, NQN and Norlander academic appeals, cause for action, disciplinary and fitness to practise/study processes and complaints, carrying out investigations as policy requires.
- Lead in:
  - academic standards, quality, student services and library, academic regulatory compliance, student sponsor license compliance, and student records
  - quality reviews, both internal and external.
- Lead and inspire staff and students of Norland
- Uphold and help to implement the Norland mission, vision and strategy
- Always provide high quality customer service when dealing with email, telephone and face to face enquiries from staff, students, and external parties.
- Be a Brand Ambassador of Norland at all times.

**Specific duties:****Strategic / SLT**

- Support the Principal in developing the Strategic Plan and ensuring Norland's policies and procedures are implemented fully
- Contribute to the strategic development of Norland and proactively engage with ensuring the work of the student and academic services' teams reflect Norland's standards of excellence

- Develop key performance indicators, self-assessment reports and quality assessment processes that enable the effectiveness of business development activities and functions to be monitored; / Produce annual KPIs for the department and lead in developing the enhancement plan for the programmes
- Provide positive leadership by creating a dynamic, supportive and innovative environment that encourages commitment to the college and the achievement of high standards of performance
- Generate progress reports and updates on the department when necessary
- Take responsibility and initiative for the smooth running of the student and academic services department
- Write relevant papers for the Board of Directors, attending meetings as requested
- Attend and contribute to the Senior Leadership Team meetings
- Attend and contribute to the relevant Board Committees

### **Student and Academic Services**

- Hold direct responsibility and fully manage all operational staff associated with student and academic services
- Drive and develop the student and academic services operational agenda of the college
- Have an in-depth knowledge and understanding of, and keep up to date with, ongoing conditions and reporting requirements for regulatory bodies such as Office for Students, JISC and OIA.
- Maintain up to date knowledge of developments within the area of student and academic services and best practice, and provide professional advice to the Principal and organisation based on that knowledge
- Be responsible for quality assurance in the academic area and develop and review quality assurance policies and self-assessment, to meet Sector Recognised Standards and other external requirements, including monitoring compliance
- Manage the preparation of budgets and exercise budgetary control for the student and academic services department, working within agreed budget limits
- Manage all student, NQN and Norlander disciplinary processes, academic appeals and student complaints, applying appropriate policies and procedures in an effective and timely manner.
- Carry out investigations as required by policies related to student, NQN and Norlander disciplinary processes, academic appeals and student complaints, writing reports, making judgments and/or signposting to the relevant panel when necessary.
- Ensure that students, NQNs and Norlanders are supported throughout any disciplinary processes, academic appeals and student complaints.
- Conduct periodic reviews of relevant Norland processes and documentation, delegating to the Quality and Regulations Manager as appropriate
- Ensure that all student and stakeholder handbooks are checked for accuracy prior to publication, delegating to the Quality and Regulations Manager as appropriate
- Oversee the application of all academic regulations and policies, including their development and review, ensuring they are reviewed and approved on schedule and published to students and staff.
- Ensure that academic staff and students are aware of the regulations and policies related to their programmes of study.
- Oversee the preparation of all Academic Board meetings and activities including
  - plan and programme the validation/ review /annual monitoring events.
  - Approve agendas for all relevant meetings and ensure these and relevant papers are circulated to appropriate members in a timely manner prior to the meetings.
- Write the Academic Board Annual Report for the Board of Directors.
- Prepare the Degree Outcome Statement for each graduating set.

- Review and update, when required, Norland's academic regulations and policies, ensuring these are approved and shared as appropriate and in a timely manner
- Analyse the results from the National Student Survey, preparing a report for the Academic Board, SLT and Board of Directors.
- Oversee the OfS compliance dashboard and other academic regulatory requirements, analysing and reporting on all compliance matters as appropriate.
- Respond to regulatory notices as appropriate, including taking note and reporting on changes and taking action as required
- Oversee the annual reporting process to Medr (HEFCW) and any other funding body
- In conjunction with the Principal, liaise with the OfS regarding any reportable events, including keeping informed as to what constitutes a reportable event
- Advise the academic team on modifications, new courses, application of regulations and policies
- Oversee and coordinate the annual module review meetings, liaising with the Vice Principal – Head of Learning, Teaching and Research when required
- Oversee the strategic management of the student database and records system, ensuring its full functionality and compliance with all internal and external requirements, including audit regimes. Delegate the operational management of this function to the Student Records, Data and Visa Manager to ensure seamless execution and adherence to standards.
- Have overall responsibility for ensuring Norland is compliant with the student sponsor licence requirements as per the UK Visas and Immigration (UKVI) regulations.
- Lead on the TEF application process, liaising with relevant staff as required.
- Lead the development and implementation of inclusive and comprehensive student support services, focusing on the overall well-being and success of students, including mental health, disability support, and academic success.
- Ensure the Student Services and Wellbeing Manager creates the Welcome Week timetable for the first-year students. Check the timetable for accuracy and ensure it is shared with relevant staff in a timely manner.
- Prepare presentation slides for Welcome Week, including the Code of Professional Responsibilities lecture, ensuring any staff changes and updates to student terms and conditions are shared.
- Ahead of the start of the new academic year, check that Moodle has been prepared and rolled over for the new year and that the lecture capture recordings have been scheduled in correctly, including all communications regarding re-starters or returning students have been noted and protocols followed, to ensure they are in the system where relevant.
- Oversee the strategic management of the library and its associated functions, ensuring the library's offerings meet high standards for staff and students. Collaborate closely with the library team to maintain and enhance the quality of services provided.
- Lead on periodic and regulatory quality and standards reviews.
- Organise validation events and ensure that any recommendations or conditions are acted upon in a timely manner.
- Have the academic freedom (within the law) to question and test received wisdom, and to put forward new ideas and controversial or unpopular opinions, without risk of retaliation or censorship from other colleagues or Norland as a whole.
- Participate and contribute where appropriate to Consultancy activities such as CPD training and guest lectures.
- Be willing to undertake Fire Warden and First Aid training and be a key holder to assist in opening and closing the building as and when required.
- Work with internal departments to ensure operational procedures are fully complied with.

- Take ownership of continued personal development (CPD) within your role and identify personal training needs.
- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and promote organisational effectiveness.
- Conduct all financial matters associated with the role in accordance with Norland's policies and procedures, as laid out in the Financial Regulations.
- To undertake any other duties, as required from time to time.

**General:**

In addition to the above, the post holder will undertake assigned duties and responsibilities effectively and efficiently, ensuring that all actions are discharged within the regulatory and legislative requirements to which Norland is subject. All staff are required to:

- Have full regard for Norland's equality and diversity, health and safety and safeguarding requirements.
- Achieve individual and team targets assigned through Norland's annual planning and staff appraisal processes including taking ownership of personal development (CPD) within your role and identify personal training needs.
- Operate within approved income and expenditure budgets.
- Participate in the Norland-wide recycling programme and to engage with new strategies aimed at sustainability.
- Be subject to Norland's approved strategies, policies and procedures and undertake all duties in line with these.
- Be aware that any breach of confidentiality in relation to sensitive information, Norland staff, student or child is considered a dismissible offence.

This job description may be subject to revision, depending on the future needs of the post and the organisation. Any changes will be discussed with the post holder prior to implementation.