Student Services Manager

Employer: Bader International Study Centre - UK campus of Queen's University (Canada)

Campus: Herstmonceux Castle, Hailsham, East Sussex, BN27 1RN

Hours: full time (37.5 hours per week)

Contract type: fixed term (five years)

Salary: £25,739 plus accommodation allowances valued at £10,500

Closing date: 10 May 2019 – 17:00 BST

Job description

The BISC Student Services team consists of 7 members of staff, all of whom are required to live on campus for the best performance of the department. The main purposes of the Student Services Manager (SSM) position are to work with the Student & Enrolment Services Director (SESD) and Assistant Student Services Manager (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);

with the key results and objectives being to:

- 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.

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Duties include:

- 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.

- Managing and resolving student cases relating to appeals, complaints and breaches of Queen's Code of Conduct.
- Supporting and contributing to campus initiatives, participating in working groups and meetings and demonstrating a commitment to the ongoing development and professional service.
- Providing emergency and crisis response.
- Contributing to the development of student policy, regulations and procedures ensuring consistent implementation, monitoring and review.
- Being 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.
- Supporting and staffing campus initiatives developed by Student Services.
- Managing the Student Life Coordinators and in partnership with the SESD and ASSM develop core programs, staff training, and other Student Services activities.

Person specification

Essential:

- Master's degree in Education, Counselling, Social Work or Student Affairs/Services or similar field.
- 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.
- University conduct processes.

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- Student development theories.
- 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.
- 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.
- Must be eligible to work in the UK.
- Satisfactory enhanced police check (eg, Disclosure and Barring Service).

Who we are

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.

What we can offer you

In addition to salary and holiday pay, we offer a number of other benefits, including:

- one-bedroom furnished apartment
- optional meal plan
- auto-enrol pension scheme with guaranteed contribution from the BISC
- opportunities for relevant training and development
- on-site parking
- free campus gymnasium
- access to the BISC lending library: books, DVDs, CDs and more
- a wide range of free and discounted leisure opportunities either at, or connected to, Herstmonceux Castle
- a working environment comprising an historic building with beautiful gardens and grounds
- friendly, supportive colleagues in the close-knit Castle community.

How to apply

Required application format: CV and covering letter detailing your suitability for this position, by email to Roxy Denniston-Stewart at r_denniston-stewart@bisc.queensu.ac.uk or by post to Bader International Study Centre, Herstmonceux Castle, Hailsham, East Sussex, BN27 1RN.

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