

## JOB DESCRIPTION

<b>Job Title:</b>	Executive Director Student Journey
<b>Department</b>	Principal's Office
<b>Job type</b>	Professional Services
<b>Accountable to:</b>	VC & Principal
<b>Accountable for:</b>	Academic Services Education Graduate Outcomes Student Engagement Wellbeing Widening Access
<b>Job Purpose</b>	
<p>The Executive Director is responsible for all centrally delivered student services that cover the Student Journey, from application through to attainment. They have a critical strategic and coordinating role ensuring professional teams deliver a modern and fully integrated service that covers all the stages of our students' education and the experience that supports successful outcomes. They are a key player within Professional Services working to support the VC &amp; Principal, the SVP (Education &amp; Student Experience) and the senior leadership team of Executive Directors and Executive Deans in the delivery of the university's strategic plans, culture and operations.</p>	
<b>Key Tasks</b>	
<p><b>Strategic and Operational leadership</b></p> <ul style="list-style-type: none"> <li>• Lead the student services teams in supporting all our students from application through to graduation and successful futures, through modern and inclusive practices and delivery channels</li> <li>• Ensure the Student Voice is appropriately represented in all the directorate's activities</li> <li>• Support the SVP (Education &amp; Student Experience) in the development of education and student experience strategy (for undergraduates and postgraduates, including online and hybrid, as well as in-person, courses)</li> <li>• Provide strategic and operational leadership to a large and diverse directorate, fostering a culture of high performance, collaboration and process improvement across the university's campuses, driving forward as project sponsor existing and proposed institutional projects to deliver high quality outcomes</li> <li>• Articulate and own meaningful and measurable objectives in alignment with the university's strategy and work with colleagues to drive their timely and effective implementation</li> </ul>	

- Develop the teams to ensure coherence, leveraging their expertise and empowering them to deliver solutions to ensure an outstanding student experience
- Support the cross-university working with Vice Deans, School Managers and School Offices
- Lead the teams in resolving situations of challenge or crisis for students and the wider university community, acting as a key member of Gold Response in liaising with other professional services and the Students' Union in respect of student facing matters
- Providing assurance in the organisation and running of the Joint Executive Committee, managing the action log on matters arising from this committee and reviewing the outputs of the university's Memorandum of Cooperation with the Students' Union
- Ensure compliance with university policies, procedures and regulations (including amongst others, the Student Conduct Regulations, Dignity & Respect and Upholding Freedom of Speech), leading their application and resolving the escalation of issues, making recommendations to the senior leadership team
- Manage the directorate's budget effectively, optimising value for money and in alignment with strategic objectives

#### **Engagement and wider responsibilities**

- Maintain up to date awareness of professional developments in student services, applying this knowledge as appropriate to develop the services and teams
- Develop strong relationships with academic and other professional services departments to ensure full integration of support for the student experience, representing the student journey portfolio at university Committees and Boards as appropriate
- Contribute to the university's external representation and develop beneficial relationships with relevant professional networks nationally and internationally
- Maintain a seamless and positive relationship with the Students' Union

#### **Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the university. The post holder will be expected to undertake other duties as appropriate and as requested by their manager. The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

#### **Internal and external relationships**

The following list is not exhaustive but the post holder will be required to liaise with:

- VC & Principal, Executive Board, Heads of Operations
- The University's Council or members of its sub-committees to advise on matters related to the Student Journey
- Students' Union
- Other university colleagues and in particular the School leadership teams, and Strategic Planning in respect of monitoring and reporting
- External networks and contacts, including dialogue and reporting to the OfS, advisory engagement with UUK, and participation in representative bodies that cover the remit of the Student Journey

## PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

**Job Title:** Executive Director Student Journey

	Essential	Desirable
<b>Knowledge, Education, Qualifications and Training</b>		
Educated to first degree level or equivalent	X	
Higher Degree or professional body accredited		X
Well-developed understanding of relevant issues in higher education of access, retention, academic success and progression with a deep understanding of one or more of the aspects of widening access, innovative education support, student experience and graduate outcomes	X	
Deep understanding of relevant regulatory frameworks	X	

<b>Skills and/or Abilities</b>		
Ability to work with students to co-create strategy and innovation	X	
Proven ability to develop performance at team and individual level to achieve tangible results	X	
Ability to create and lead culture change, set strategic objectives and drive implementation, instilling a culture of solution focused delivery	X	
Sound and robust business acumen	X	
Clear and compelling style of communication, with the ability to engage, inspire and persuade	X	
Leading by example to ensure the highest standards of professional service delivery, with an ability to anticipate and address evolving student and customer needs in the changing HE landscape	X	
Ability to create high-quality, student-centred services	X	
Excellent communication skills both verbal and written including excellent skills	X	
Demonstrable interpersonal skills that ensure effective team working, with strong business awareness, cultural appreciation and emotional intelligence	X	
Excellent presentation skills to represent Royal Holloway at external events	X	X
Excellent prioritisation and time management skills	X	

Excellent ability to work well under pressure and meet tight deadlines	X	
The ability to work collaboratively and develop authentic and productive professional relationships across the university and its partners	X	
<b>Experience</b>		
Strong, proven track record of achievement in a comparable student-facing function	X	
Extensive experience of successful leadership and management at senior level, with a proven record of successful project delivery against agreed strategy, timeframes and budget	X	
Delivery experience of one of more aspects of aspects of widening access, innovative education support, student experience and graduate outcomes	X	
Delivery experience of all aspects of widening access, innovative education support, student experience and graduate outcomes		X
Extensive experience of crisis management support and incident resolution	X	
Demonstrable experience of effective financial management, including multi-million pound budgetary responsibility	X	
Proven experience of successfully leading and managing a team to deliver a successful outcome/objectives to the benefit of an organisation	X	
Significant experience of developing effective working relationships with a range of stakeholders to achieve strategic and operational objectives	X	
Significant experience of building strong working networks with others in the field and using these to benefit an organisation		X