



JOB DESCRIPTION

Job Title:	Head of Access and Success
Department / Unit:	Student Journey Division Directorate of Student Success
Job type:	Full time, Permanent - Professional Services
Grade:	RHUL 9
Accountable to:	Director of Student Success
Accountable for:	Access and Success teams
Purpose of the Post	
<p>The Directorate of Student Success draws together a broad range of areas which are core to the overall student journey, including:</p> <ul style="list-style-type: none"> • Access and success • Academic quality and policy • Careers and employability <p>Reporting to the Director of Student Success, the role holder will lead the operational delivery of the Royal Holloway Access and Participation Plan (APP) and related activity, linked to the Education and Student Experience Strategic Action Plan and the overall RH2030s strategy.</p> <p>The role holder will lead and manage a range of activity to support and develop student access and success, including widening access, learning technology, academic skills development, and learning design, working in close collaboration within the Student Journey Division and across professional services and academic schools.</p>	
Key Tasks	
<p>1. Strategic leadership</p> <ul style="list-style-type: none"> • University strategy: work closely with the Director of Student Success on the development of strategies, business cases, policies, and procedures to ensure that the University's plans and objectives relating to access and success within the APP and the education and student experience strategic action plan are realised. • HE sector: provide a proactive and informed perspective on educational innovation and strategic approaches across the HE sector, and then lead the development and delivery of access and success initiatives and interventions, which address the evolving needs of Royal Holloway students. • Projects and programmes: provide strategic leadership on the direction and delivery of Royal Holloway's projects and programmes relating to widening access, transition and student success. • Partnerships: work with internal and external stakeholders, to strengthen the student journey, enhance student experience, and positively impact student outcomes. 	

2. Management – people and resources

- Management and leadership: line manage and provide leadership to the team, including appropriate supervision, motivation and support, identifying requirements for staff recruitment, selection, induction, development and training.
- Strategic direction: provide insight, advice and guidance to the teams to ensure that there is a culture of strategic alignment and shared endeavour.
- Standards: support the team in setting service standards in their areas, monitoring performance via data and analytics, developing key performance indicators, identifying continuous improvement and enhancement opportunities.
- Collaboration: work with other leaders within the directorate and division to share best practice and plan collaboratively to ensure that the teams are working effectively to deliver against shared strategic priorities.
- Working relationships: develop and manage a network of working relationships across the University, acting as a key point of contact to enable successful delivery of agreed activity in alignment with University strategy.

3. Operational delivery

- Day-to-day activity: support ongoing workload management, including delegation of tasks and management of budgets.
- Projects and programmes: work with the teams to develop and deliver agreed interventions and activities to support student access and success, closely aligned with the University's Access and Participation Plan (APP) and the overall RH2030s Education and Student Experience Strategic Action Plan.
- Guidance and support: work with colleagues across the division, professional services and the wider university to provide ongoing day-to-day support for priority activities.
- Evaluation: lead and manage the analysis and evaluation of APP interventions and related activity, collaborating with colleagues on reporting outcomes to internal and external stakeholders and enhancing initiatives when required.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as required 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:

- Colleagues from Professional Services
- Academic colleagues
- Students Union
- External networks and contacts