

Executive Director

Student and
Academic Services

Welcome from the Vice-Chancellor

Thank you for expressing interest in the role of Executive Director of Student and Academic Services .

The University of Greenwich is a very special place and is rightly proud of its heritage in providing transformative experiences for students from all walks of life. We are equally proud of our high standards of applied research and enterprise which support economic growth, social impact and sustainability.

As we move into a new era, we are passionate and focused on the future and our collective ambition is to become the best modern university in the UK by 2030. We will achieve this by focusing on student experience and success, investing in our knowledge exchange capability and building upon our existing achievements in applied, impactful research.

We have ambitious plans for our three campuses in London and Kent and these are founded upon our commitment to build successful partnerships, providing sector leading facilities and attracting talent on a global scale. We are particularly proud of our diverse student and staff body and our explicit commitment to equality, equity and inclusion.

This is a fantastic time to be joining the University as we continue our journey to becoming the best modern UK university. We are seeking an exceptional individual with the requisite skills, experience and professional expertise to make a difference and be part of our talented senior management team.

If you have a drive for excellence, ambition, professional credibility, and share our passion for higher education and its power to create opportunities and change lives for the better, I encourage you to make an application for the role.

Professor Jane Harrington
Vice-Chancellor



Great things about the University of Greenwich

- We have more than 125 years of experience providing quality education.
- We have won five Queen's Anniversary Prizes for Higher and Further Education, including a prize in 2019 for our Natural Resources Institute's ground-breaking work to find smart solutions for pest control in the developing world.
- Our Greenwich Campus is based on a UNESCO World Heritage Site, and we are custodian of 16 listed buildings of special architectural or historic interest.
- 88% of our students are in employment or further study six months after graduation.
- In the 2021 National Student Survey, more than 72% of our final-year undergraduate students said they were satisfied, overall, with their course, one of the highest scores among universities in London.
- We have won nine Times Higher Education awards, including Most Innovative Teacher and Outstanding Contribution to Innovation and Technology.
- Nobel Prize winner Professor Charles Kao, pioneer of fibre optics, was educated here.
- We are proud of the diversity of our international student body and our engagement in transnational education. The university has around 15,000 students in c31 partnerships across 19 countries. Our UK-based students come from more than 146 countries, and in 2018–19 22% were domiciled from outside the UK.
- In 2018, we established the University of Greenwich International College (UGIC) in partnership with Oxford International. Located on our Greenwich Campus, UGIC is an embedded college which offers an exciting range of undergraduate and postgraduate courses for international students leading to progression to the university.
- We've a 1st class environment rating from the People & Planet University League for our environmental and ethical performance.
- The university is well positioned for attracting students. QS Best Student Cities ranked London as the world's most student-friendly city in its 2018 edition.
- Improvements in our student experience include Dreadnought Building, a £25 million conversion which brings together all student-facing services on Greenwich Campus in one place for the first time; the Medway Student Hub, a new on-campus entertainment and social space; our award-winning Stockwell Street Building, which houses the main library; and the Cooper Powerhouse, a research, enterprise and teaching hub supporting student entrepreneurship.
- Our Teaching Excellence Framework Silver rating indicates that we provide our students with engaging, personalised teaching that encourages their commitment to learning and study.
- Our academic staff includes recipients of the prestigious National Teaching Fellowship, which recognises and rewards individual excellence in teaching in higher education.
- Ofsted has given us its 'Outstanding' rating for the quality of our training in primary education.
- Two of the recent winners of the British Journal of Midwifery's Student Midwife of the Year award have come from the University of Greenwich.
- The university has two Guardian University Awards for Research Impact. Guardian University Awards showcase world-class teaching, research, leadership and engagement within the higher education sector.
- Life-saving research carried out by the university includes projects to reduce loss of life during fire evacuations and to develop a trap for a malaria-carrying species of mosquito.
- Our alumni excel in every walk of life. They range from lawyer Shabina Begum, a campaigner for the empowerment and protection of women, to composer Guy Penwill, a member of a double Oscar-winning special effects team, and Abiy Ahmed, Prime Minister of Ethiopia and winner of the 2019 Nobel Peace Prize. Our annual Greenwich Portraits exhibition recognises some of our most outstanding alumni.



About the university

The university takes its name from the Royal Borough of Greenwich in London. Greenwich has a long and rich history which forms the backdrop and inspiration for today's university. Many of the buildings on Greenwich Campus were designed at the end of the 17th century by Sir Christopher Wren, one of Britain's greatest architects, and the work was overseen by Nicholas Hawksmoor and Sir John Vanbrugh, both towering figures in their field.

The £76 million Stockwell Street Building continues this tradition of innovative architecture within the Maritime Greenwich World Heritage Site.

Altogether, the university is custodian of 16 listed buildings, including the grand former Royal Naval Barracks at Chatham Maritime, now home to the Medway Campus.

More information on [Governance and University Leadership](#) is available on our webpages.

Our vision, our values and our strategy

Our vision for 2030 is to be the best modern university in the UK.

Our university is a community of people from many walks of life. We take pride in the diversity of our subject expertise, the lived experience of our staff, students and alumni, and the diversity of campus experiences we offer. This diversity is our strength and enables us to say we are a university that empowers others to make a difference locally, regionally, nationally and internationally, with equal intensity.

What makes the university distinctive is that we proactively support our students and staff to achieve their ambitions because of rather than despite, their backgrounds.

The University of Greenwich Strategy is driven by the vision of Education without Boundaries, underpinned

by the values of inclusivity, collaboration and impact and principles of creating opportunities, building partnerships and delivering impact.

The University has four Strategic Priorities:

- 1 Student Success
- 2 Inclusivity and Culture
- 3 Research and Knowledge Exchange
- 4 Connected Sustainable Campuses

Education Without Boundaries means:

Widening access to higher education for individuals who may otherwise not aspire to experience and benefit from it.

Fighting for improved social mobility and equality, diversity and inclusions in everything that we do.

Empowering our students to use their lived experience to stand out in their chosen vocation in the workplaces of tomorrow.

Empowering our staff to innovate in a way that makes a difference academically, commercially and socially.

Providing physical and digital campus services that foster a sense of community to build networks, peers, friends and connections that set our students up for life.

Breaking down boundaries that exist within and between academic disciplines, locations and borders.

Ensuring an equitable focus on local (civic), regional, national and global agendas.

1st
Class rating
by the **People & Planet**
University League
for our environmental
and ethical performance

5 **Queen's Anniversary Prizes**
for Higher & Further Education

Study at a university with **internationally recognised green credentials**

1st class rating
for our environmental and ethical performance



(2021 People & Planet University League)

Our university is **No 4**
in the **UK** for **social mobility**

Source: Institute for Fiscal Studies, 'Which university degrees are best for intergenerational mobility?' research report, November 2021

Over half
of our new students
come from some of the most
deprived areas in the country

Office for Students access and participation data, 2021

19th
worldwide
in the category
of reducing
inequalities

(The 2022 Times Higher Education Global Impact Ratings)

#1 modern
London uni
for
graduate prospects

THE **TIMES**
THE **SUNDAY TIMES**
GOOD UNIVERSITY GUIDE
2022

Our faculties

Faculty of Liberal Arts and Sciences

The Faculty of Liberal Arts and Sciences provides courses in architecture, landscape architecture; design, drama, film and media; humanities and social sciences; and law and criminology.

The faculty is based on the historic Greenwich Campus, part of a UNESCO World Heritage Site in south-east London. Students who study here have easy access to the capital's rich cultural life, with world-famous theatres, galleries and museums within easy reach.

Among the faculty's impressive facilities are industry-standard computer labs, video and film-making studios, a 100-seat theatre, and a mootingspace for law students.

Many of its courses are accredited by professional bodies, ensuring students graduate with the skills and knowledge required by their chosen professions.

Greenwich Business School

Greenwich Business School's international focus fits perfectly with today's global economy. It offers dynamic courses that combine academic learning with hands-on experience, preparing students for successful business careers and leadership roles.

A major benefit of studying at the school is its location. Greenwich Campus is within easy reach of Canary Wharf, one of the world's key financial districts and a major provider of business internships, work experience and placements.

Students choose from a wide variety of courses, including MBAs and research degrees. Subjects include accountancy and finance, business studies, economics, financial services, international marketing and personnel management. The school works with employers to develop courses that are accredited by the relevant professional bodies.

Faculty of Education, Health and Human Sciences

The Faculty of Education, Health and Human Sciences has provided high-quality education for more than a century.

The faculty focuses on giving students the skills they need to start or boost their careers and meet the requirements of the relevant professional bodies. Many of its students go on to become teachers, nurses, midwives, paramedics, social workers, psychologists and public health professionals, or find other rewarding careers that bring real benefits to society.

Teaching and research facilities range from clinical skill laboratories that replicate NHS wards to innovative spaces for learning to teach PE, design technology, music and science. Tutors are active in research and are leading authorities in their fields.

Faculty of Engineering and Science

The Faculty of Engineering and Science is a hub for innovation on both our Medway and Greenwich Campuses. Its students study engineering, construction and the built environment; science; pharmacy; and computer science, mathematics, and games and digital media.

The faculty's close-knit community includes academics who are active in life-changing research with impacts in the UK and around the globe. Teaching is supported by industry-standard labs, a replica pharmacy, crime scene examination rooms, and a range of IT facilities.

Many of the faculty's courses combine academic learning with hands-on experience, including our range of Integrated Master's Degrees with industrial placements.

The faculty includes the Natural Resources Institute, a multidisciplinary organisation that provides award-winning research in areas such as food, agriculture and the environment.



The role: **Executive Director of Student and Academic Services**

Role reports to:

Chief Operating Officer

Direct Reports:

3 Associate Directors, Executive Office Manager.

Other Key contacts:

University senior leadership team including VC, DVCs, PVCs, Professional Service Directors. Faculty Operating Officers.

Purpose of Role:

The Executive Director of Student and Academic Services is a key leadership role within the university professional services functions. Overseeing a team of circa 150, the role is responsible for delivering excellent student experience throughout the lifecycle of an individual's studies. Alongside this the role holder is also responsible for delivering the key services to staff related to academic registry activities.

This role sits on the university's senior executive team and has responsibility, working closely with the Deputy Vice Chancellor, for key deliverables in the Student Success sub strategy. Alongside the established external benchmarks, high priority deliverables include embedding a university wide digital tool to support student engagement and enquiry management.

The Student and Academic Services team is in a rapid growth phase so the Director will lead the establishment of a high-performance culture across the team, focussed on fantastic customer service and innovative cross university working patterns.

Key Accountabilities:

Team Specific:

- Strategically lead and develop an innovative high-quality team, providing student wellbeing support, student centre services, and key registry and quality assurance functions.
- Be a high-profile champion for enhancing and developing the student experience.
- Act as an inclusive and proactive leader for the Student and Academic Services directorate and across the university.

- Deliver and evolve the directorate's Business Plan and related objectives.
- Have oversight of and accountability for the Student and Academic Services directorate budget.
- Act as the strategic owner of key student related digital systems including the student records system and the student lifecycle management tool (which is in development).
- Embed monitoring, measurements and KPI's in relation to the services provided and report on these regularly to key stakeholders across the university.
- Take full responsibility for the Directorate's compliance with institutional requirements in respect of health and safety, safeguarding, data protection, equality and diversity, risk management, service resilience and other elements of the University governance and control framework, including compliance with relevant legislative and regulatory requirements in the UK and internationally;
 - Create, implement and continue to develop a communications strategy to drive high levels of service uptake from students and staff.
 - Take overall responsibility for continual quality enhancement and service improvement in the areas of service delivery and communications.
 - Play a lead role in managing the relationship with the students' union via senior staff and student officers.

Generic:

- Contribute to planning and strategic development within the professional services leadership team
- Be the driver for excellence and innovation in the latest thinking in student experience, particularly in relation to its application within a Higher Education context.
- Lead and participate in specific projects not directly related to the main functions of the post, when required.
- Liaise closely with all staff to share and develop best practice and contribute to staff training and development activities.
- Carry out other duties as may from time to time be reasonably required.

Managing Self

- Be proactive in establishing and maintaining an excellent working relationship with appropriate parts of the university to champion the Student and Academic Services team.
- Take a lead role to exploit relationships and synergy across the wider University and externally.
- Lead by aspiration – setting and achieving ambitious goals, striving for excellence, promoting employee engagement and wellbeing and seeking to engender a culture that will augment a proactive and efficient service.
- Recognise and celebrate success, promote the positive image of the university, have confidence in leading the way and be party to open dialogue.
- Ensure that the Chief Operating Officer (COO) is kept fully informed of developments by means of regular written progress reports, regular meetings and, where appropriate, by informal means.
- Make recommendations on staff development requirements relating to members of the team and, when necessary, arrange and/or deliver training as required.
- Take a lead role in the development of departmental policies, procedures and standards and ensure they are adhered to.

Core Requirements

- Adhere to and promote the University's policies on Equality and Diversity and Information Security.
- Ensure compliance with Health & Safety and Data Protection Legislation.
- Support and promote the University's Sustainability policies, including the Carbon Management Plan and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the University's negative environmental impacts wherever possible.
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.
- Willingness to undertake training as and when required.
- Ensure compliance with data protection and confidentiality regulations and University policy.

Additional Requirements:

- From time to time to assist with work of a similar level and nature in other areas as required.
- To travel to all campuses and sites of the University as and when required, in addition to any weekly rota.
- To contribute to evening and weekend work, if required, and cover all areas of the service if resources fall below critical levels.
- The post holder will have access to a range of sensitive and key University information, so it is essential that they demonstrate a high level of professional integrity and discretion.

Key performance indicators:

- Student Success strategy KPIs.
- Delivery and uptake of Student Lifecycle Management project across university.
- Customer service measures and feedback from students and staff.
- Relevant compliance measures related to quality processes and student welfare activities.

Key relationships (internal & external):

- University Senior Management and key University Groups and Committees as required.
- University staff within Faculties and Directorates.
- Greenwich Student Union.
- University, Partner, Network and Collaborative Centre staff and students.
- Colleagues across the sector in related fields.

The Person:

Essential experience

- Extensive experience of leadership at an appropriately senior level, including management of large diverse and inclusive teams and a multimillion-pound budget.
- Experience of leading and growing a function, with demonstrable track record of successfully leading and developing a multi-disciplinary team of staff.
- Demonstrable experience of strategy development and creation, working collaboratively and creatively to deliver ambitious and deliverable strategy.
- Outstanding knowledge and understanding of: the HE/FE sector (including its inherent challenges and opportunities); the latest advances and innovations in the delivery of outstanding student/customer services.
- Demonstrable experience of having delivered significant change and improvement and having managed organisational expectations through this process.
- Proven ability to develop and maintain good working relationships with both internal and external stakeholders.
- Evidence and experience in data-driven decision making and data-driven service/product development.
- Strong digital skills, awareness of contemporary digital tools to create and deliver services

Skills

- Commitment to exceptional levels of customer service to exceed student expectations and to deliver exceptional service to academics, internal partners and external stakeholders.

- Excellent communication skills with the ability to provide clear, concise and persuasive written and oral communication.
- Excellent leadership skills, including a commitment to the university values, high performance and continuous improvement
- Ability to form effective business relationships (networking) – both within the University and wider HE sector
- Well organised, self-motivated, ability to prioritise under pressure and manage a wide and varied workload for self and team
- Willingness to maintain and develop technical and personal skills in line with the evolving nature of the work and ability to learn new skills quickly
- Strategic thinker with strong influencing and problem-solving skills
- Ability to provide information to assist others in their decision-making processes.

Qualifications

- Educated to degree level or equivalent professional experience and profile commensurate with a senior leadership role.

Personal attributes

- We are looking for people who can help us deliver the values of the University of Greenwich:
 - **Inclusive, Collaborative and Impactful**

How to apply

This is an exciting time to join us. If you share our commitment to Education Without Boundaries, we want to hear from you. Please review the full job description, candidate specification, role descriptors here.

The recruitment process

Anderson Quigley is acting as an advisor to the University of Greenwich. An executive search process is being carried out by Anderson Quigley in addition to the public advertisement.

If you have the qualities and attributes we seek, we would be delighted to hear from you.

To apply, please submit a full CV which should include:

- educational and professional qualifications.
- full employment history.
- current salary, including any relevant benefits.
- the names and addresses of two referees. Referees will not be approached until the final stages of the selection process and not without prior permission from candidates.

You should also include a personal statement that demonstrates your ability to meet the person specification (maximum two pages).

Please submit your documents to <https://andersonquigley.com/candidates/> using the reference **AQ1813**.

Closing date is noon **Friday 31st March 2023**.

Should you wish to discuss the role in strict confidence, please contact our advising consultant at Anderson Quigley:

- Elliott Rae on +44 (0)7584 078 534 or elliott@andersonquigley.com

A competitive salary commensurate with the post and generous terms of conditions of employment will be offered. We are under-represented by BAME colleagues at this level and would encourage and welcome applications from BAME candidates.

We are looking for people who can help us deliver our mission of transforming lives through inspired teaching and research, through our values.



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greenwich.ac.uk

