



Candidate Information

Position:	Interim Director of Student and Campus Life
School/Department:	Student and Campus Life
Reference:	23/111276
Closing Date:	Thursday 28 September 2023
Salary:	Commensurate with experience. This role offers a highly competitive salary and benefits packages pitched to attract the best talent in the marketplace.
Duration:	12 months

INFORMATION REGARDING THE ROLE

To support a period of transition in the University, the Interim Director of Student and Campus Life (SCL) will be responsible for leading and managing the strategic development and delivery of a portfolio of high quality, cost effective, customer focused services to students, staff and external customers in support of the University's Strategy 2030. The post will be for a maximum of 12 months.

Queen's University Belfast employs over 4,500 people from in excess of 98 countries and has a student body of approximately 25,000. The University is a member of the Russell Group of research-led UK universities, has an annual turnover of £450m and net assets of circa £700m.

The Directorate of SCL is made up of seven units which enhances the experience of the student during their time at Queen's including where they live and eat, how they spend their leisure time, right through to Graduation. Student experience is at the heart of SCL providing solutions to student needs, helping them contribute, grow and develop academically within a welcoming and inclusive community. The seven units are:

- Accommodation
- Campus Food and Drink
- Childcare
- Sport and Physical Wellbeing
- Culture and Arts
- Commercial and Visitor Experience
- Events and Timetabling

SCL will also be the main link with the Student's Union for operational matters.

The Director of SCL will have responsibility for circa 310 FTE and a budget of £37.8m of which over 90% is expected to be income generating.

This role offers a highly competitive salary and benefits packages pitched to attract the best talent in the marketplace.

KEY RELATIONSHIPS

The Interim Director of SCL is expected to work collaboratively and pro-actively across all aspects of the University's academic and professional services business areas and to engage with senior colleagues, including University Management Board (UMB) and Professional Services Management Group. In addition, strong working relationships with the Director of Estates and Finance will be key for the development of Strategic Capital projects being led by the SCL Directorate.

Externally, engagement and cultivation of strong relationships with key external stakeholders and other academic institutions to successfully establish partnerships and strategic alliances.

JOB PURPOSE

Reporting to the Vice-President Students and Corporate Services and working in collaboration with the Director of Global Marketing, Recruitment and Admissions and the Director of Education and Student Services the post holder will lead, deliver and develop the non-academic student support services and will provide advice, analysis and guidance to the University on a wide range of related strategic and operational issues.

The successful applicant will be supported by seven Heads of Service, each responsible for a clearly defined area. They are Accommodation, Campus Food and Drink, Childcare, Sport and Physical Wellbeing, Culture and Arts, Commercial and Visitor Experience and Conference, Events and Timetabling. They will also work closely and collaboratively with the Director of Students' Union.

MAJOR DUTIES

1. Lead, manage and ensure continuous development and delivery of a wide range of services to students, staff and external stakeholders that contribute to an outstanding Student and Campus Life experience.
2. Pro-active management of all financial, human and physical resources of the Directorate, including the oversight of all services in line with approved business plans to ensure best commercial returns which also maximise the student and campus experience.
3. Provide effective direction and strategic leadership that promotes a culture of excellence, innovation, collegiality, continuous improvement and promotes a high-performance culture and ensures that staff are motivated, engaged and appropriately developed.
4. A member of the Vice-President's Senior Leadership Team, manage and oversee the delivery of overall targets of the Student and Campus Life Directorate, working closely with the Interim Director of Global Marketing, Recruitment and Admissions and Interim Director of Education and Student Services
5. Develop and implement complementary and sustainable strategies for non-academic student services which build on existing approved business plans.
6. Define policies and standards for all services which not only meet statutory requirements, good practice guidelines and commercial needs but also promote and enhance the reputation of the University.
7. Play a representative role for the University and contribute to the overall management of the University through attending external meetings and events as required.
8. Monitor and respond effectively to local, national and international developments/opportunities.
9. Influence, persuade and build alliances/ partnerships with relevant internal and external stakeholders, (including suppliers).
10. Develop and deliver annual reports on sector leading innovation and research to identify changes and trends within the various service markets to ensure that opportunities and challenges are identified at an early stage and appropriate action taken.
11. Establish excellent working relationships with Faculties and Directorates to identify, develop and deliver services to meet academic and student needs.
12. Any other duties as may be required commensurate with role.

ESSENTIAL CRITERIA

1. Educated to minimum of degree level or equivalent qualification.
2. Substantial relevant senior-level experience in Higher Education (Student Experience) or in Hospitality and a personal track record of success, including team leadership and development within a high-performing, large and complex structure.
3. Experience in budgetary planning and financial management and a proven track record of achieving significant financial targets.
4. Experience of cultivating and managing a dynamic team which delivers results within an ever-changing business environment.
5. Evidence of leading and managing significant and complex change within a customer focused environment.
6. Experience of the successful management and execution of complex projects.
7. Experience of successfully developing and cultivating partnerships and strategic alliances.
8. Experience in developing innovative solutions and the practical implementation of strategy which includes the positive engagement of staff achieving associated targets.
9. The capability to formulate and offer clear professional advice on complex policy issues and their effective communication within the University.
10. Experience of marketing to include competency in market research, branding, segmentation and customer relationship marketing.
11. Experience of writing and presenting detailed business plans at board level.

12. Positive, energetic and inclusive attitude with the ability to think strategically with proven problem-solving skills focused on key goals and deliverables.
13. Robust and resilient, with strong presence and executive impact with the ability to confidently deliver complex messages to a diverse audience and the ability to negotiate and influence at all levels.
14. An analytical mindset with the ability to manage and mitigate risk, with a positive creative instinct to develop solutions to support the University's sustainable growth and change.
15. Excellent communication skills – ability to communicate effectively with colleagues across the Institution as well as with outside agencies and a strong commitment to collaboration and collegiality.
16. Demonstrate ability to build networks within the wider University community and region as a whole.
17. A clear knowledge and understanding of the importance of the student experience.
18. Highly developed business acumen with the ability to bring complex negotiations to a successful close.
19. An ability to relate effectively with students, staff and external stakeholders.
20. Evidence of a strong commitment to excellence, through personal ownership of delivering and achieving goals.
21. Demonstrable commitment to the mission and values of Queen's University Belfast and an understanding of the transformational impact of education.
22. Proactive with the ability and vision to help shape the future direction of the University and its culture with a clear understanding of the mission and goals of Strategy 2030.

DESIRABLE CRITERIA

1. Demonstrable experience with a track record of success in the development and delivery of non-academic student services and facilities to enhance the student experience.
2. An understanding of current and future issues relating to Universities and Higher Education.