

## Candidate Information

<b>Position:</b>	Director of Academic Services
<b>School/Department:</b>	Directorate Office (Education and Student Services)
<b>Reference:</b>	24/111894
<b>Closing Date:</b>	Monday 27 May 2024
<b>Salary:</b>	Commensurate with experience. This role offers a highly competitive salary and benefits packages pitched to attract the best talent in the marketplace.
<b>Anticipated Interview Date:</b>	Monday 10 June 2024

### JOB PURPOSE:

The post of Director of Academic Services is an important strategic leadership role, with responsibility for ensuring that Queen's builds on its recent growth and success and is positioned to achieve the aims and aspirations of Strategy 2030.

Reporting to the Vice-President, Students and Corporate Services, the Director of Academic Services will be a senior member of the Management Group of the Office of Vice-President of Student and Corporate Services, working closely with the Director of Queen's Global and the Director of Student and Campus Experience within the portfolio. The Director of Academic Services will lead not only the staff across Academic Services teams but provide University wide leadership to support the delivery of a transformative learning experience and the delivery of future oriented student success for all students.

The Directorate of Academic Services spans the student success journey encompassing application through to graduation, and includes the Admissions and Access Service, Student Administration and Systems, Immigration Support Services, Timetabling and Room Booking, Academic Affairs and Quality Assurance, the Centre for Educational Development, and the Library. The postholder will be responsible for providing strategic leadership and for ensuring coherence, coordination, and consistency in the effective and efficient delivery of this integrated range of key academic services.

The Director of Academic Services will lead and set the direction within the Directorate, providing leadership that promotes a culture of excellence, innovation, collegiality, continuous improvement and promotes a high-performance culture and demonstrating behaviour consistent with Queen's Core Values.

The role requires the postholder to be passionate about the transformative capacity of higher education opportunities and to share a vision to continue to provide a Queen's education that imbues our students with a sense of purpose and the competencies to shape their own lives and to contribute to the lives of others. In addition, the Director will collaborate with and support the Pro Vice Chancellor for Education and Students on the establishment and embedding of the Queen's Global Institute for Teaching and Learning to support innovative practice in teaching and learning, curriculum, and assessment development.

### MAJOR DUTIES:

1. Lead, manage, develop and coordinate the delivery of an integrated range of academic services from application to graduation that support student success for all students.
2. Lead out on the revision of administrative interactions to deliver streamlined, digitised, agile processes and systems that allow staff to focus on what matters to students and enable innovation in a timely manner to ensure delivery of the Education and Skills strategic priority within Strategy 2030.
3. Develop and sustain academic services that support a high-quality student learning experience and delivery of future oriented student success with appropriate monitoring and evaluation processes in place to ensure continuous improvement.
4. Work on the establishment and maintenance of the Queen's Institute for Teaching and Learning to ensure innovative practice in teaching and learning, curriculum design and delivery and assessment development.

5. Monitor and respond effectively to local, national, and international policy and practice developments and opportunities to enhance academic services for student success delivery.
6. Proactive management and monitoring of all financial, human, and physical resources and budget expenditure for the Directorate to maximise delivery against KPIs and institutional requirements.
7. 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.
8. As a member of the Vice-President's Senior Leadership Team, manage and oversee the delivery of overall targets of the Directorate of Academic Services, working closely with the Director of Queen's Global and the Director of Student and Campus Life.
9. Play a representative role for the University and contribute to the overall management of the University through attending external meetings and events as required.
10. Influence, persuade and build alliances / partnerships with relevant internal and external stakeholders to support delivery of KPIs and reputational enhancement for the Directorate internally and the University externally.
11. Establish and maintain excellent working relationships with Faculties, particularly Faculty Deans of Education, and Directorates to identify, develop and deliver services to meet academic 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 (5 years at senior management level) leading and managing at least one, or combined areas of Admissions and Access, Student Administration and Systems, Academic Affairs, Educational Development and Library Services in a large, complex university, with demonstrable evidence of success.
3. Experience of successfully leading change management in a higher education context to drive performance against targets in survey feedback and KPIs.
4. Substantial relevant senior-level experience of cultivating and managing dynamic teams that have delivered results within a higher education environment and a personal track record of achieving success.
5. Experience of successfully developing and cultivating partnerships and strategic alliances.
6. Experience of leadership across complex teaching and learning environments with a commitment to quality assurance and student success.
7. Experience in budgetary planning and financial management and a proven track record of efficient and effective delivery against KPIs.
8. Experience of the successful management and execution of complex projects that impact on learning.
9. Experience in developing innovative solutions and the practical implementation of strategy which includes the positive engagement of staff teams to deliver against targets.
10. An ability to relate effectively to academic and other staff within the University, to students and to external stakeholders.
11. Highly developed negotiation and persuasion skills, with the ability to bring negotiations to a successful conclusion.
12. Leadership qualities with a flexible, creative and innovative approach to managing in a rapidly changing environment and making appropriate use of educational technologies.
13. Excellent oral and written communication skills with extensive experience of managing committee administration and preparing papers and reports.
14. A strong belief in the value of higher education, and a passion for the academic aims and ethos of the University.
15. Willingness to work additional hours as required to fulfil the duties of the post.