

**JOB DESCRIPTION**

<b>Post Title:</b>	<b>Director of Student Experience</b>
<b>Post Reference:</b>	
<b>Department:</b>	<b>Professional Services</b>
<b>Responsible to:</b>	<b>Vice Principal Academic Strategy</b>

**Overall Purpose of the Role :**

**(Summarise the key responsibilities to achieve the overall purpose of the role and attach the organisational chart appropriate to the area)**

Being “Student-centred” is a core value at Fife College, so everyone who works here puts students at the heart of what we do. The Director of Student Experience is the Chief Ambassador for students, leading a 125 strong Team who are committed to supporting the well-being and success of our students throughout their time at College.

The Director of Student Experience is responsible for the strategic leadership of a broad range of functions including:

- Wellbeing & Support (Funding, Guidance, Retention, Health and Wellbeing, Customer Service)
- Engagement & Employability (Admissions, Careers Advice & Partnerships)
- Inclusion, Equality and Diversity

The Director also has a key role in promoting the continuing development and ambition of our award-winning Fife College Students Association.

The Director will instil a passion and enthusiasm for enhancing the student experience, not only in the Team but across the whole organisation. The Director will work with internal and external partners to provide vision, leadership and an ethos of innovative practice in how we deliver the best quality of experience for all of our students.

**Key Responsibilities**

**(Detail the key responsibilities and activities to ensure the overall purpose of the role is achieved)**

1. Provide strategic leadership for the enhancement of student recruitment, including the streamlining of all related systems and processes.
2. Develop and implement coherent and effective cross-College support for the Learning and Teaching Strategy and associated policies and procedures.
3. Provide strong and collegial leadership of your Team, supporting and nurturing them through proactive professional and personal development.

4. Contribute to the College's evaluation and enhancement processes by offering foresight and adopting a proactive and team based approach to continuous improvement.
5. Contribute to the College's strategic and operational planning and performance reporting regime, including effective leadership of the Directorate's planning and performance.
6. Manage financial budgets and workforce plans in order to deliver value for money and impact.
7. Develop and enhance productive relationships with key partners such as Skills Development Scotland, Fife Council, Schools and community organisations particularly in support of learning pathways and equalities.
8. Work with Faculties to ensure that students are placed on courses appropriate to their needs, qualifications, aspirations and receive support appropriate to their needs.
9. Ensure that the College admission, guidance and advice functions assist applicants to access appropriate learning.
10. Contribute to the successful execution of the College's Equality and Diversity Strategy.
11. Provide strategic support to the Fife College Students Association ensuring that it has the necessary resources to deliver its mission.
12. Undertake projects and other management duties as directed by the Senior Management Team.

#### **Key Contacts/ Relationships**

##### **(Detail the internal and external contacts and relationships)**

External contacts include Fife Council, SDS, local employers, local education establishments, local community organisations and voluntary sector organisations, Scottish Funding Council, awarding and accreditation bodies such as SQA, Colleges Scotland, HEIs and other 'quality standard' bodies.

Internal contacts include Principal, Vice Principals, and Assistant Principal, Heads of Department, curriculum managers, teaching staff, Quality team and Curriculum Partnerships and Supported Learning team.

**Generic Information to all Roles**

The responsibilities described within the job description are not intended as exclusive or exhaustive. They are to highlight the major tasks and duties of the role and the post holder may be required to undertake other duties that are consistent with the overall purpose of role.

It is expected that every job description will be subject to an annual review or after six months of appointment. In addition, posts may be reviewed where there is a change in the requirements of the college as detailed in the Managing Organisational Change Policy and Procedure.

It is expected that post holders will understand the policies and procedures within Fife College, particularly where those relate to equality and diversity, health and safety and safeguarding.

Every member of staff is expected to be a role model to others within the College and those they encounter in the course of their duties upholding the College's values.



**PERSON SPECIFICATION**

**POST: Director Student Experience & Engagement**

<b>CRITERION</b>	<b>ESSENTIAL</b>	<b>METHOD OF ASSESSMENT</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>Education and Qualifications</b>	Degree or comparable qualification in a relevant area	Application form	Teaching qualification Post Graduate Certificate Qualification in e learning Qualification in enterprise GTCS Membership Relevant management qualification	Application form
<b>Experience</b>	Significant experience of managing a similar service  Proven record of evaluative ability, to recognise areas for improvement and plan for excellence  Experience of community learning  Experience of strategic planning, target setting, evaluation and reporting	Application form/Interview	Experience of community education  Experience of managing change within an education setting  Experience in the delivery of supported education programmes  Experience of working on national initiatives / participating in strategic groups	Interview

	<p>Experience of effective learner support methodologies</p> <p>Effective of budget management achieving financial targets and effective use of resources</p> <p>Proven effective leader of individuals and teams</p> <p>Proven track record of effective team working</p>		<p>Significant understanding and knowledge of curriculum planning</p>	
<b>Skills/ Attributes</b>	<p>Organisation skills to ensure effective and efficient use of resources</p> <p>Effective written, listening and speaking skills</p> <p>Able to plan and deliver strategies to support quality improvement</p> <p>Demonstrable record of building relationships with a wide variety of people both external and internal</p>	<p>Interview</p>		



	Effective leadership, management and support to staff			
<b>Any Other Relevant Criteria</b>	The role will require frequent travel within the Fife region	Interview		