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**Job Description**

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| **Job title:** | **Executive Officer** |
| **Department/School:** | **Student Services** |
| **Grade:** | **7** |
| **Location:** | **University of Bath** |

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| **Job purpose** |
| This role will support the Director of Student Services and the Deputy Directors in a series of transformational activities to facilitate the continual improvement and evolution of the Department.  The post holder will work closely with the senior team and will develop an in depth understanding of the business of the Department, supporting the implemention of policies for which the Department is responsible.  The role will incorporate research, analysis, information management, communication and project co-ordination. It will require sound judgement, liaison with a wide range of stakeholders and a high level of discretion when handling confidential information. |

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| **Source and nature of management provided** |
| Director of Student Services |

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| **Staff management responsibility** |
| None |

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| **Special conditions** |
| Standard University business hours are 9.00 am – 5.20 pm Monday to Thursday and 9.00 am – 5.10 pm Friday.  The post-holder may occasionally be required to undertake duties outside of standard University hours including evenings or weekends where the business need arises. Some occasional travelling may be required, for example to user groups or conferences.  The post-holder will ensure full compliance with all Data Protection laws and any relevant University policies and guidelines. |

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| **Main duties and responsibilities** | |
| **1** | Support the Director of Student Services and the senior team in the creation, delivery and review of the Department’s Operational Plan. This work requires sensitive liaison with colleagues across the University and beyond. |
| **2** | Coordinate all aspects of transformational and improvement activities including identifying good practice, preparing business cases; engaging stakeholders drafting policies and procedures and reviewing outcomes. |
| **3** | Project manage the delivery of a range of student experience projects ensuring that each is delivered successfully, on time and within budget. This will include research, project planning, monitoring, communication and evaluation |
| **4** | Investigate student related complaint and discipline issues on behalf of the Director of Student Services, analysing information and making clear recommendations while maintaining a high level of discretion when handling confidential information. |
| **5** | Contribute to the development of solutions to student experience related issues and then manage the implementation of agreed activities, working closely with internal and external stakeholders. |
| **6** | Support the Director of Student Services in the implemention of policies including those related to missing students, infectious diseases, student death, safeguarding and fitness to study. |
| **7** | Coordinate internal and external events and meetings including event planning, promotion, facilitation, presentations and review. |
| **8** | Provide regular status reports on the progression of activities and projects including analysis of data, audience-specific briefings, presentations and reports. |
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| This job description is intended to provide a broad outline of the main responsibilities only. The post-holder is required to be flexible in developing their role in agreement with their designated manager. In addition they may be required by their manager to carry out any other duty commensurate with their grading and expertise. | |

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**Person Specification**

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| **Criteria: Qualifications and Training** | **Essential** | **Desirable** |
| Educated to degree level or equivalent qualification or experience in a related field | ✓ |  |

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| **Criteria: Knowledge and Experience** | **Essential** | **Desirable** |
| Knowledge and understanding of the current issues in Higher Education and the challenges facing students | ✓ |  |
| Experience of managing projects designed to improve the health and well-being of students in a complex service-delivery environment | ✓ |  |
| Experience of collating and analysing qualitative and quantitative data and information | ✓ |  |
| Experience of drafting reports, briefing materials and presentations with a high standard of accuracy and attention to detail | ✓ |  |
| Advanced interest, knowledge and experience of the application of technology within an HE setting |  | ✓ |

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| **Criteria: Skills and Aptitudes** | **Essential** | **Desirable** |
| Excellent communication skills, both written and verbal including presentation skills | ✓ |  |
| Proven planning and organisational skills, including the ability to prioritise own workload and deliver to agreed deadlines | ✓ |  |
| Excellent interpersonal and influencing skills and the ability to engage effectively with staff and stakeholders at senior levels | ✓ |  |
| Excellent planning, leadership, and management skills including the ability to deliver on short term and long term objectives. | ✓ |  |
| Excellent IT skills including word processing, spreadsheets and presentation applications | ✓ |  |
| An enthusiastic, creative approach and willingness to work flexibly and develop skills and knowledge | ✓ |  |
| Reliability, resilience, initiative and the ability to work under pressure with limited direction. | ✓ |  |
| Demonstrable commitment to equality, diversity, dignity and respect of all students and staff. | ✓ |  |
| Ability to deal with confidential and sensitive information with tact and discretion | ✓ |  |

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| **Effective Behaviours Framework**  The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously. |
| **Managing self and personal skills:**  Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others. |
| **Delivering excellent service:**  Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards. |
| **Finding innovative solutions:**  Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation. |
| **Embracing change:**  Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas. |
| **Using resources:**  Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University. |
| **Engaging with the big picture:**  Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others. |
| **Developing self and others:**  Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University. |
| **Working with people:**  Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills. |
| **Achieving results:**  Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria. |