

JOB DESCRIPTION AND PERSON SPECIFICATION

Job title	Assistant Principal Student Experience
Grade	SMT Grade Fixed Salary: £72,543
Faculty/Function	Student Experience/ Senior Management Team (SMT)
Reports to	Vice Principal Innovation, Planning and Performance
Position summary	
<p>Provide leadership in all aspects of the management and financial sustainability of the corporate support function.</p> <p>Ensure that services delivered by function meet the requirements of customers and other stakeholders.</p> <p>As a member of the College's Senior Management Team (SMT), contribute to the development and implementation of robust planning, monitoring and review frameworks to underpin confidence in the leadership and management of the College.</p> <p>As a member of SMT, support effective, transparent and robust management by contributing to and supporting the Executive Team, through the development of informative papers and reports which enhance clarity, understanding and scrutiny, as required.</p>	
Line management responsibilities (if applicable)	
Line management of Middle Managers and any other direct reports.	
Main duties	
Duties/responsibilities (Note: it is helpful to organise these into sections)	

Department Functions

- Develop and maintain a balanced provision of services which is relevant, up to date, responsive, innovative, flexible and inclusive and reflects the needs of the curriculum and any relevant targets e.g. agreed within the Regional Outcome Agreement and Equality Outcomes.
- Ensure effective and efficient service delivery.
- Ensure that quality arrangements are implemented, monitored and enhanced to improve the customer experience.
- Ensure targets are set, monitored and achieved e.g. in respect of Regional Outcome Agreement Targets, Equality Outcome targets, Finance and customer satisfaction.
- Continuous improvement of the customer experience.
- Where applicable, promote and develop commercial opportunities and seek alternative sources of income.

Member of College SMT

- Attend cross College meetings, including regular SMT meetings, as appropriate.
- Develop / contribute to College strategies, projects and plans consistent with the College vision.
- Develop and implement College policies and procedures in relation to the area that you lead.
- Ensure that quality standards relating to all aspects of the area of responsibility are developed, maintained, monitored and enhanced using self-evaluation and other required processes.
- Provide regular and accurate management information and reports to the SMT, Executive Team (ET) and the Board of Management (where applicable).
- Promote and exemplify the College values.

People Management & Human Resources

- Create, maintain and develop a strong, motivated and high performing department.
- Provide leadership, direction and management.
- Resource the department appropriately and maintain appropriate resource levels and structures.
- Ensure effective recruitment and induction of all new staff within the department.
- Ensure a high-performance culture, through the setting of team targets and individual personal development reviews.
- Promote and encourage a culture of learning and continuous professional development.
- Seek to resolve staffing issues at the earliest possible opportunity.
- Conduct formal HR investigations and hearings (eg. Grievance, Disciplinary, Absence, Performance) as required.

Strategic and Operational Direction and Delivery

- Ensure the effective delivery of functional/departmental service.
- Develop and implement departmental strategy in liaison with line manager.
- Develop and deliver departmental operational plans.
- Develop, agree and achieve key departmental targets.

Managing Finance

- Plan and scrutinise the use of resources in an effective and efficient manner to demonstrate best value.

- Ensure effective deployment of departmental resources to underpin the achievement of College strategies and targets.
- Set, monitor and ensure adherence to the departmental budget.
- Delegate budgets as appropriate.
- Ensure that all departmental purchases conform to College procurement practices.

Communications

- Communicate in an open, concise and transparent manner key management information/changes to staff within the function/department.
- Communicate and engage with SMT colleagues and staff across the College regarding key issues and changes.
- Promote an open and consultative culture, and seek feedback from staff on College strategies, operation and policies where appropriate.

Change Management

- Embed a culture of continuous improvement.
- Identify and implement changes/improvements to College strategy, operations and policies.
- Promote, facilitate and implement organisational and departmental change, where appropriate.

Health, Safety and Wellbeing

- Promote the healthy working lives of employees within the function.
- Maintain and monitor a safe working environment.

Other

- Deputise for line manager when required.
- Promote, embed and ensure the principles of Diversity and Equality within College functions and policies.
- Be responsible for your own Continuous Professional Development (CPD).
- Other suitable tasks commensurate with the level of the job role.

Note: In addition to these duties, employees are required to carry out such other duties as may reasonably be required.

Knowledge/Qualifications

Essential:

- Qualifications or skills and experience at SCQF Level 9 (e.g. Degree, Graduate Diploma)
- Relevant Professional Qualification(s) related to portfolio of role
- Evidence of relevant CPD (including management/leadership development activities)
- High level knowledge of key strategic & operational issues relevant to portfolio
- Good understanding of key issues, challenges & developments (e.g. political, financial/economic) that may impact on the portfolio

Desirable:

- Postgraduate qualification in appropriate discipline
- Knowledge of the college's role in the community, including an understanding of our diverse student population

Experience

Essential:

- People Management
- Leading projects and business transformation
- Setting departmental objectives and achieving targets through managerial direct reports
- Experience of developing systems and processes which have resulted in raising quality and improving standards in areas relevant to portfolio
- Experience of working with stakeholders, in a partnership working relationship where mutual benefit is realised

Desirable:

Abilities/Skills

Essential:

- Strong management and leadership skills; able to secure trust & respect of colleagues, staff, students & stakeholders and provide leadership to Middle Manager direct reports
- Competence in operational and strategic planning
- Highly developed competence in managing the delivery of most, if not all, of the services that form the portfolio
- Ability to manage changing priorities, multiple challenges and demanding workload
- Ability to develop (where applicable) and clearly communicate strategy, vision, values & ideas and inspire commitment & alignment to these
- Assured & confident communicator, with strong negotiation and influencing skills
- Innovative with the ability to lead and inspire staff to achieve the highest levels of quality and performance, empowering and developing them through appropriate objective setting, support and delegation
- Ability to interpret complex documentation and information and assess implications for the College

Desirable:

Other role related requirements

Essential:

- Strong commitment to improving the student experience
- Resilient and diplomatic
- Consultative, engaging, inclusive & supportive
- Leads by example with integrity

Desirable:

Date Completed

Authorised

Reviewed/updated on

April 2023

Please note: we are unable to accept CV's. All our vacancies must be applied for by completing the on-line application form.

To reach the interview stage we must ensure you meet every 'essential' criteria stated on the Person Specification. In cases where the majority of applicants meet all the essential criteria, the desirable criteria will be used to form a final shortlist.