

Job Description

Job Title: Deputy Head of Student Services (Operations) Maternity Cover

Department: Student Services

Grade: E

Location: Guildhall School of Music & Drama

Responsible to: Head of Student Services

Responsible for: Student Services Administrator

Appointed Candidates Signature:

Please sign and date here upon receiving your offer of employment

I confirm I have read the Job Description below:

Full Name:

Signature Date:

Purpose of Post

The Deputy Head of Student Services (Operations) is an integral member of Student Services, responsible for designing, coordinating and continuously improving the end-to-end operational delivery of student-facing services across the School. This includes the service desk / enquiries function, triage and referral pathways, casework coordination, operational planning and scheduling, service communications, data and records management, and operational compliance. They will lead the day to day operations of Student Services (front line enquiries, appointments, triage, referral, and case coordination), ensuring timely responses and appropriate escalation in line with service procedures and risk thresholds.

The postholder will ensure that services are accessible, timely, data-informed and quality-assured, with clear service standards and key performance indicators (KPIs) to underpin an excellent student experience.

Main Duties & Responsibilities

1. To coordinate the processes for triaging initial enquiries and ensuring seamless referral on to further specialist support. This will include assessing students presenting for wellbeing and mental health support in accordance with service procedures.
2. To liaise with relevant School staff, within the Student Services and other teams, as well as with external stakeholders (e.g. GPs, community mental health workers), providing care and service support for students.

3. To act as the principal operational link with school departments and professional services (e.g. Registry, Finance, Estates), ensuring streamlined and seamless communication and workflow for student support between staff and teams.
4. To coordinate cross-team responses to priority issues (e.g., duty-of-care, safety/welfare, hospital admissions, Safeguarding, emergencies) and ensure single-point-of-contact approaches where appropriate.
5. To represent Student Services at relevant committees and working groups, preparing management data for business reporting (e.g. service metrics, KPIs) to inform the continuous enhancement of service.
6. To oversee case and enquiry management systems (e.g., CRM, ticketing, case logs) to ensure accurate, timely records and management information that supports proactive outreach and early intervention.
7. To report and refer to appropriate senior staff, such as Head of Student Services, Head of Safeguarding, Heads of Department, and other Student Services staff where there are concerns relating to significant or potential risk of harm to a student(s) or others, including safeguarding concerns, where there are issues relating to the duty of care of the student or others which require escalation.
8. To work collaboratively with staff across the various areas of responsibility for Student Services (e.g. Health and Wellbeing, Disability Support, Learning Support, Student Life, Residences, International Student Support) to ensure the effective delivery of support to students and stakeholders across the School.
9. To lead continuous improvement initiatives to streamline processes, remove bottlenecks and enhance digital self-service (e.g., knowledge base content, online forms, workflow automation), working with IT/Registry as needed.
10. To represent Student Services and the School effectively to staff, students, and visitors, by participating in a range of activities at internal and external events.
11. To plan for peak periods and contingency, including staff cover, systems resilience and business continuity arrangements; contribute to post-incident reviews and lessons learned.
12. To coordinate operational contributions to major student lifecycle events (induction, assessments/results, graduation), ensuring accessible support and clear information.
13. To develop the skills, knowledge and behaviours to ensure the effective delivery and enhancement of Student Services, participating fully and positively in staff development opportunities.
14. To implement quality assurance and enhancement measures to improve operational effectiveness, producing reports, records and statistics as required.
15. To ensure compliance with all relevant legislation and take responsibility for understanding and implementing School and Student Services policies and procedures including those governing Health and Safety, Equal Opportunities,

Safeguarding, Confidentiality, Data Protection, Freedom of Information and Disability, within the remit of the post.

16. To undertake any similar duties at this level required by the Head of Student Services, commensurate with your position.
17. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
18. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
19. To undertake any other duties that may reasonably be requested appropriate to the grade

Person Specification

Job Title: Deputy Head of Student Services (Operations)
Department: Student Affairs
Grade: E
Trent Position number:
DBS Criterion:

Enhanced DBS

Security Vetting Criterion:

No security vetting is required

Politically Restricted Post Criterion:

This post is *not* politically restricted

Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application **(A)**, interview **(I)** or test **(T)** as indicated below.

Professional Qualifications / Relevant Education & Training

A first or higher degree and/or a relevant professional qualification. **(A)**

Experience Required

- Demonstrable experience of leading operations in a higher education student services, wellbeing, disability, registry or comparable environment, including line management and service improvement. **(A) (I)**
- Strong understanding of sector frameworks relevant to operations (e.g., OIA Good Practice Framework, OfS expectations). **(A) (I)**
- Focused on the provision of excellent services to all students and staff across the School. **(I)**
- Proven ability to use data and management information to monitor service delivery, implement KPIs, and drive continuous enhancement. **(A) (I)**
- Knowledge of and commitment to Safeguarding in a higher education setting. **(A) (I)**
- Ability to record and provide accurate statistical information. **(A) (I)**
- Maintain and update the record of interactions, ensuring sensitive data is handled in accordance with School's guidelines and GDPR. **(A) (I)**
- Ability to deal with multiple tasks and meet tight deadlines. **(A) (I)**
- A team worker with an adaptable and flexible approach to work. **(A) (I)**
- A meticulous approach demonstrating attention to detail. **(A) (I)**
- Enjoys working collaboratively and seeking collaborative opportunities. **(A) (I)**

- Committed to student success and supporting students to fulfil their potential.
(A) (I)

Other Relevant Information

This is a full-time (35 hours) role.

Recruitment – Note to Applicants

The qualifications, experience and technical skills will be used in the decision-making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s) and experience. It is essential you address the criterion marked as (A) on your application form in the section for supporting information, this will be the minimum criteria for shortlisting.

Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.

Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

Salary

The full-time salary range for this job is £49,140 - £55,000, including Inner London Weighting, inclusive of all allowances. This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

Contract

The position is offered on a fixed term basis.

Hours of Work

Normal hours of work are 9.00am – 5.00pm, being 35 hours per week excluding lunch breaks, Monday to Friday, but the postholder shall be expected to work the hours necessary to carry out the duties of the position.

Frequency and Method of Payment

This is a monthly paid appointment, and salaries are credited to a Bank or Building Society Account on the 11th of each month.

Annual Leave

There is an entitlement of 28 days annual holiday. There are subsequent increases to entitlement to annual holiday according to length of service.

Sickness Absence and Pay

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.

Pension

You will automatically be admitted to the City of London Corporation's Pension Scheme. Employees contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary.

If you do not wish to join the Scheme you must make a formal declaration stating, you wish to opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.

Continuous Service

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits, for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

Probationary Period

You will be employed initially on a six-month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

Notice Period

Three months' notice by either party after satisfactory completion of probationary period.

Learning and Employee Development

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in-house programme covering more general training needs.

Employee Volunteering Programme

The City Corporation, in line with its aims to contribute to a flourishing society, shape outstanding environments and support a thriving economy, offers employees paid special leave time during normal hours to encourage employees to volunteer their time and skills to Volunteer Involving Organisations (VIOs) operating within the Square Mile, London and beyond.

Full-time employees may take up to 2 days or 14 hours per year in which to volunteer, between 1 January and 31 December. For temporary and part time employees these hours are adjusted pro rata. Volunteering time can be taken in smaller bite size e.g. 2 hours a week over 7 weeks, where this can be accommodated by the City Corporation and meets the requirements of the volunteer organisation.