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UNIVERSITY

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Cardiff University
Head of Health
and Wellbeing
Candidate Pack

www.cardiff.ac.uk

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Foreword

Thank you for your interest in joining us as Head of Health and Wellbeing. Cardiff University is an ambitious institution in a dynamic and exciting capital city. We are well underway responding to the exciting plans for the future set out in our strategy, **The Way Forward**.

A big part of our future is the Centre for Student Life. This is the biggest investment in the Cardiff University student experience in a generation. It represents a £50m investment in physical and virtual infrastructure for student support and services.

The Centre for Student Life will help us to transform how we deliver services for our students. This senior role will help us make the most of this exciting opportunity. It is a leadership and management role in Student Support which will be crucial to the success of our student services as we work together to continue to improve the student experience, and contribute to the future success of the University.

The Head of Health and Wellbeing will work with staff across the University at all levels and with external stakeholders to develop and implement a strategy for service improvement, and help us meet the growing demand placed on our services.

The successful candidate will be able to inspire and sustain a professional, experienced team. They will bring together multi-disciplinary professionals who work across different locations. Maintaining and growing innovative practice is important to us, as is meeting the needs of the whole University community. Winners of the University award for Exceptional Enhancement of the Student Experience in 2016, the Counselling, Occupational Health and Wellbeing services have stepped up to this challenge in the past.

I hope that you will consider this rare opportunity to join us. I look forward to hearing from you



Ben Lewis
Director
Student Support and Wellbeing
Cardiff University



Cardiff University

Cardiff University has an international reputation, built on a history of service and achievement since 1883. With an attractive civic campus in a magnificent location, it offers a huge choice of flexible degree programmes, excellent facilities and conveniently located student accommodation.

Cardiff University is an ambitious and innovative university with a bold and strategic vision, located in a beautiful and thriving capital city. Driven by creativity and curiosity, it strives to fulfil social, cultural and economic obligations to Cardiff, Wales, and the world.

Already consistently rated as one of the world's top 150 universities, its stated ambition is to achieve a top 100 world position.

Cardiff's research was ranked 5th amongst UK universities in the 2014 Research Excellence Framework for quality, and 2nd for impact. As a member of the UK's 'Ivy League' of Russell Group research-intensive universities, the global community, research reputation and partnerships are at the centre of their identity.

Cardiff University is home to two Nobel Laureates, eleven Fellows of the Royal Society, five Fellows of the British Academy, and has been awarded five Queen's Anniversary Prizes.

The university is also distinctive in its breadth of academic provision for professional bodies, both in education and research.

Cardiff is a proud partner in GW4, an emerging collaboration with the universities of Bath, Bristol and Exeter, which enhances its capacity to deliver wide-ranging and outstanding research, and opens opportunities for other collaboration. Internationally, it has formal links with universities in more than 35 countries. In 2014 it signed a Cooperation Agreement with the University of Leuven, Belgium's largest university.

The University provides an educationally outstanding experience for over 30,000 students across thriving undergraduate (21,500) and postgraduate (8,700) communities that include some 6,600 international students from 120 nations (including the EU). Founded in the belief that learning in a vigorous and pioneering research environment is important; teaching at Cardiff builds both intellectual skills and the ability to think independently.

Amongst UK universities, Cardiff graduates are among the most sought-after by employers: more than 95% find employment or further study within six months of graduating. These talented, enterprising graduates have established more than 270 start-up companies in the last three years, placing the University first in Wales and sixth in the UK for graduate start-ups.

Cardiff has a thriving innovation culture and excels in connecting industry, business, and government with academics, nurturing student entrepreneurship and championing grass-roots business development. They are experts at turning their world-leading research into commercial success, and 85 percent of all IP income in Wales is generated by the University. The University is ranked in the top 5 UK Higher Education Institutes for the number of knowledge transfer programmes.

Cardiff University has made a special effort to lay out its strategic direction clearly, and published The Way Forward in 2013. This document helps focus and drive all decisions made at the university, and holds it accountable to ambitious key performance indicators.





City of Cardiff

Cardiff is a thriving and attractive city which is widely recognised as an outstanding place in which to live and study. It combines all the advantages of a compact, friendly and inexpensive location with the cultural and recreational facilities of a modern capital city.

Wales is a small, distinctive and fiercely ambitious country: Cardiff is a cosmopolitan city and Europe's youngest capital. A city with both heritage and ambition, Cardiff has a distinctive character, offers an outstanding quality of life, and is proud of a growing national and international reputation.

The University is located in and around the Portland stone buildings, parks and tree-lined avenues that form a magnificent city centre. Cardiff has more green spaces per person than any other UK core city, and is host to Europe's largest waterfront regeneration projects in the beautiful Bay area.

Cardiff is a designated Centre of Culture, with performances and venues that attract thousands of visitors each year. The Wales Millennium Centre, home to Welsh National Opera, has established a worldwide reputation as an iconic arts and cultural destination. Cardiff is recognisable as a location for award-winning TV productions including Doctor Who, Sherlock, Torchwood and Casualty.

The city is synonymous with sport. Cardiff is the home of Welsh rugby, with the 75,000 capacity Millennium Stadium in the heart of the city centre. The SWALEC Stadium hosts major cricket matches and the Celtic Manor Resort has hosted golf's Ryder Cup in past years. Cardiff Bay offers an ice rink and an international standard swimming pool, and the UK's first on-demand white-water rafting and canoe centre.

Getting around within the city is quick and easy too, with good road, cycle, bus and rail networks making the daily commute straightforward.

Recently, Cardiff topped the list of the UK's most travel-friendly cities. The city is one of the UK's best shopping destinations, with a £750m St David's retail centre standing alongside pedestrianised shopping streets, indoor and outdoor markets and a network of glass-canopied Victorian and Edwardian shopping arcades. In 2004, Cardiff became the world's first Fair Trade Capital.

Cardiff is also ideally located for outdoor pursuits. The Brecon Beacons National Park, one of the UK's most beautiful, is less than half an hour's drive from Cardiff, and is ideal for walking, climbing, mountain biking, and fishing. The Wye and Usk valleys are both nearby. The Gower Peninsula – the UK's first Area of Outstanding Natural Beauty – is just an hour away, and offers award-winning beaches and unspoilt countryside.

Just two hours from London by train, Cardiff is at the heart of an international transport network that connects the city to major UK, European and global destinations.

Cardiff University is a major partner and contributor to the city and region, attracting the best minds, the best facilities, and the best academic and business connections.

Diverse and cosmopolitan yet affordable, the capital of Wales is a bilingual city and a thriving location to live, work and study. In 2014, Moneysupermarket.com said "Cardiff residents are blessed with the best quality of life in Britain."



Job Description

Job Title Head of Health and Wellbeing	Career Pathway Senior Management
School/Directorate Student Support and Wellbeing/ Academic and Student Support Services	Post Responsible To Director of Student Support and Wellbeing
Job Salary A competitive salary at a point on the Cardiff Professorial Salary Scale (minimum starting salary of £65,596)	Posts Responsible For Counselling Team, Wellbeing Team, Occupational Health Team, Support Staff

Job Purpose

This role has strategic and operational responsibility for our integrated, ambitious and innovative Counselling, Student Occupational Health and Wellbeing Teams at Cardiff University. The post holder will inform and deliver on aspects of the University strategy that relate to student wellbeing, set out in the Way Forward 2018-23.

The role works closely with colleagues across the University to encourage innovation and enhance partnerships. The post holder will ensure effective working with academic and professional service staff in Schools and Colleges which helps us to enhance the Cardiff University student experience. Initially this will focus on preparations and planning for the delivery of the Centre for Student Life in late 2020.

The post will build relationships with external partners to develop strategies and referral pathways for our students, particularly in relation to the NHS and sector agencies.

The post is part of the Student Support and Wellbeing Senior Management Team. It provides evidenced support, analysis and advice on issues related to the health and wellbeing of our students. The post works closely with the Director and other colleagues to help enhance the student experience, support students and aid the University in managing our response to a wide range of student support issues; including oversight of our response to the most complex and risky situations affecting individual students.

Duties and Responsibilities

Main Duties

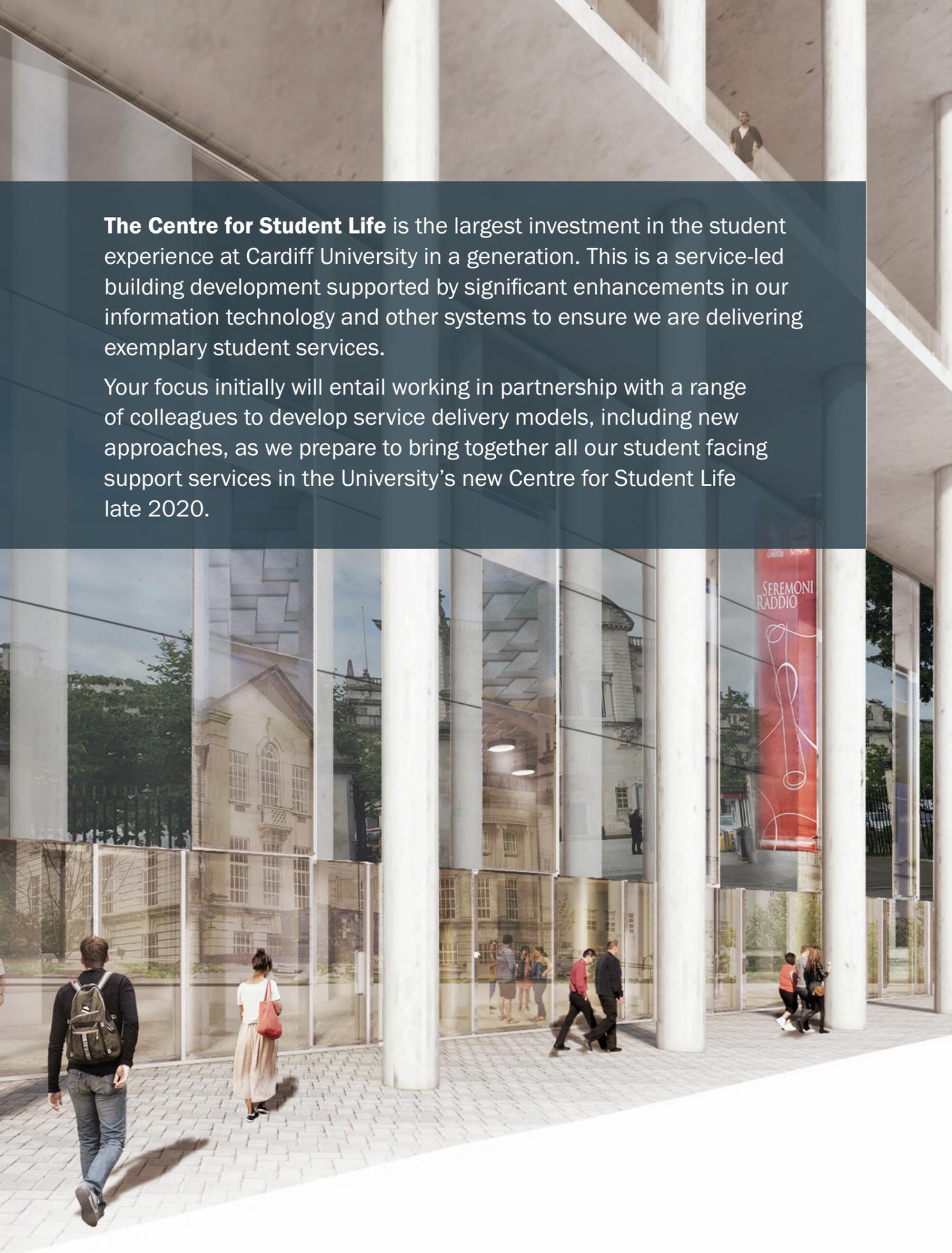
- ▶ Lead the strategic responsibility for the University's mental health, counselling, occupational health and wellbeing services to its student population, responsible for any serious failings in these areas
- ▶ Plan, develop and implement enhancements to our student health and wellbeing services, working closely with other University staff and external partners to develop strategies and implement agreed operational priorities in response to the internal and external environment
- ▶ Able to act as the principle advisor in all student health and wellbeing matters, advising the University's Executive Board, Vice-Chancellor, and other senior management as required
- ▶ To provide strong, visible leadership and professional support to staff within the student health and wellbeing services, aligning the teams to enable delivery of an efficient and effective service across the breadth of the Institution, as well as management of relevant budgets
- ▶ To inform and deliver against elements of University strategy which relate to student health and wellbeing as set out in The Way Forward 2018-23; working with the PVC for Student Experience and Academic Standards, senior College staff, and relevant colleagues across Professional Services



- ▶ Support the development of a strong and robust student health and wellbeing culture across the institution, working in partnership with Colleges, Schools and Professional services to ensure a consistent and professional approach to the management of student health and wellbeing
- ▶ To lead a portfolio of development projects delivering these through partnership with other areas of the University, developing and implementing new requirements for systems and services, presenting to University Executive Board as required
- ▶ Ensure we have an appropriate and fit for purpose approach to managing demand for student mental health support and our response to individual crises
- ▶ Enhance and refine an evidence-based approach to our use of client data and reporting to provide robust management information which informs service improvement and delivers customer service excellence
- ▶ Develop and maintain policy and procedures which meet relevant institutional, professional, legislative and regulatory requirements
- ▶ Manage change at a strategic level, identifying, adopting and leading sector best practice approaches, processes and systems, and appropriate strategies
- ▶ Maintain an awareness of trends and external issues which affect the health and wellbeing of higher education students. In particular understanding evidence nationally and internationally and using that evidence to enhance service delivery in a timely and effective way
- ▶ Represent the University at external events and through membership of external bodies, in order to identify sector best practice and to contribute to the management and reputation of the institution
- ▶ Deputise for the Director of Student Support and Wellbeing as required

General Duties

- ▶ Ensure that an understanding of the importance of confidentiality is applied when undertaking all duties, balancing students' individual needs with the role and requirements of a University based professional service
- ▶ Abide by University policies on Health and Safety, Equality and Diversity, financial regulations and budget management
- ▶ Perform other duties occasionally which are not included above, but which will be consistent with the role



The Centre for Student Life is the largest investment in the student experience at Cardiff University in a generation. This is a service-led building development supported by significant enhancements in our information technology and other systems to ensure we are delivering exemplary student services.

Your focus initially will entail working in partnership with a range of colleagues to develop service delivery models, including new approaches, as we prepare to bring together all our student facing support services in the University's new Centre for Student Life late 2020.

Person Specification

Essential Criteria

- ▶ Proven track record of working at a senior professional level in a Student Services capacity which included a remit for student health and/or wellbeing
- ▶ Substantial experience in a senior student leadership and management role, within a business of similar size and complexity
- ▶ Evidence of effective leadership and a strategic approach
- ▶ Strong track record of effective engagement and influence with a wide range of stakeholders, ideally including academic staff, NHS or social care settings
- ▶ Demonstrable experience of holding responsibility for a range of professional requirements, including meeting and monitoring compliance requirements
- ▶ Demonstrable success and impact from effectively leading, managing and motivating staff, securing individual and collective engagement and action
- ▶ Comprehensive understanding of the complexities of delivering mental health support in a modern British higher education setting
- ▶ Proven high level ability to be creative, innovative and incisive, ensuring an efficient approach to working practices
- ▶ High level analytical skills; the ability to interpret an evidence base and make management decisions based on that evidence
- ▶ A strong understanding of issues around student vulnerability and inclusion in the UK today and an ability to develop service delivery strategies which address these issues

Desirable Criteria

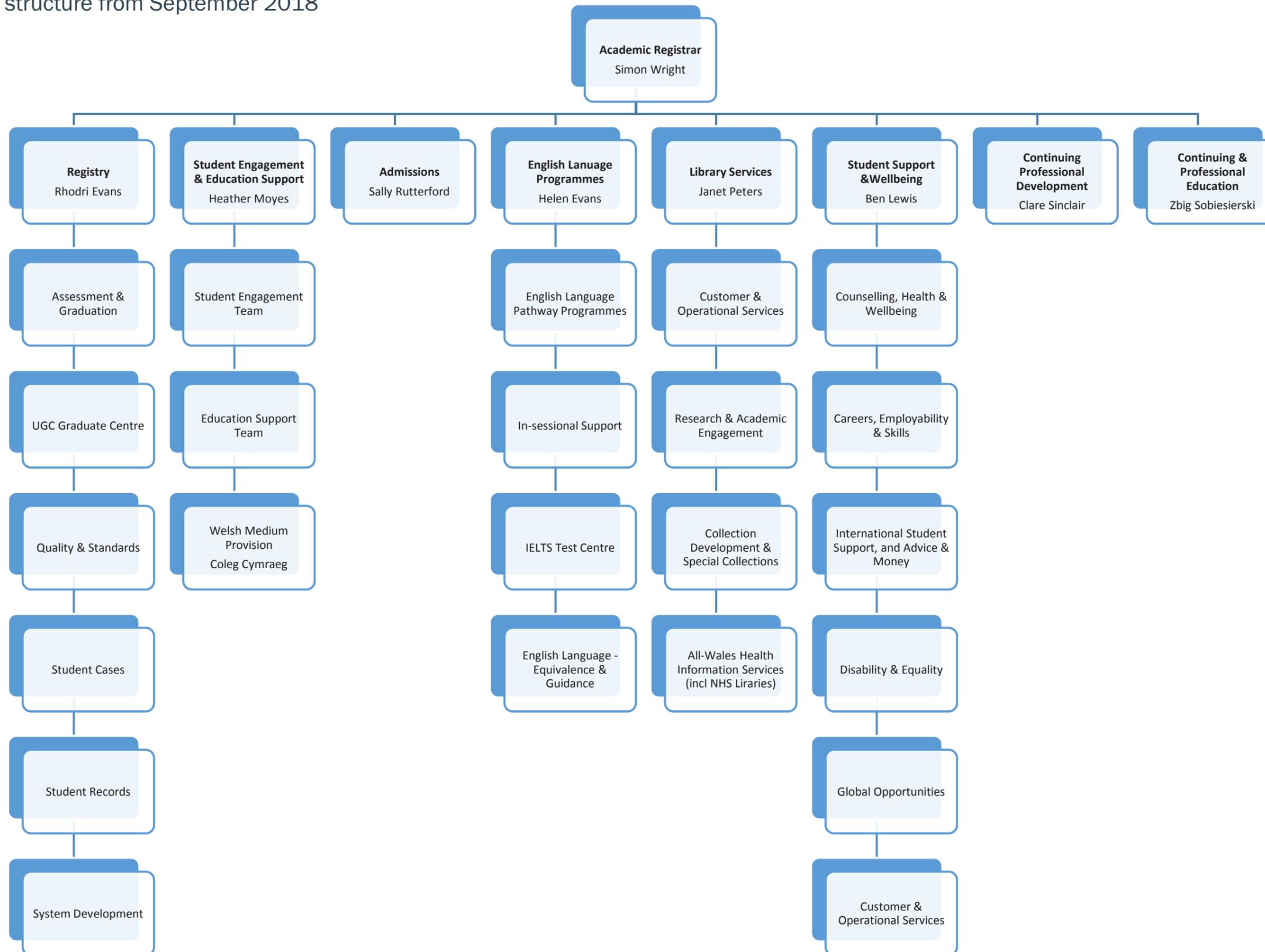
- ▶ Experience of leading a University counselling, health or wellbeing service or another analogous student services function, preferably in a large research intensive university
- ▶ Successful change and / or project management experience
- ▶ Welsh language skills

Personal qualities:

- ▶ Capacity and willing to maintain and grow a culture which is innovative and inclusive
- ▶ Welcoming of challenge with an open, participative and transparent style
- ▶ Ambition to achieve challenging goals and turn the University's aims into reality
- ▶ Ability to deliver innovation and culture change and motivate others to engage and participate
- ▶ Professionally focused with the ability to think laterally and meet goals
- ▶ Ability to think strategically and recognise and articulate how the area of responsibility contributes to meeting the University's strategic objectives
- ▶ Demonstrating a commitment to Customer Excellence

Staff structure

Academic and Student Support Services structure from September 2018



Core Values and Behaviours

Counselling Health and Wellbeing Support Services Team Core Values and Behaviours

In July 2018, our team considered how we would like to approach our work, to support Cardiff University in our aim to improve our standing as one of the top 100 universities in the world and the top 20 in the UK. We agreed to capture the key values we hold, and the behaviours we demonstrate, as we work towards this goal.

Individually, and collectively, we work to these core values and embrace these behaviours every day.

People focussed

We deliver a range of services, and work collaboratively with staff and external services to support our students and enable them to achieve their potential. These include:

- encouraging self-care
- supporting students and staff
- linking with the HE Sector
- building external partnerships
- celebrating our successes

Professional

We consistently provide a high quality and fit-for-purpose service which is clearly defined, communicated, and promoted across the University. This includes:

- maintaining confidentiality
- listening non-judgementally
- delivering quality services
- communicating clearly
- being consistent

Progressive

We embrace change as standard, by building a dynamic and agile service which is capable of reacting to an ever-changing landscape and seeking out opportunities for innovation without fear. This includes:

- thinking creatively
- encouraging innovation
- embracing change
- embedding flexibility and agility
- inspiring ourselves and others

Inclusive

We provide an inclusive and welcoming culture which is free from discrimination and based upon dignity, courtesy and respect, and we recognise the right of every person to be treated in this way. This includes:

- being respectful to everyone
- driving equality and diversity
- challenging offensive behaviour and stereotyping
- aspiring to reduce stigma

Responsive

We pro-actively listen to, encourage and utilise feedback, to ensure our service is evidence-based and meeting the needs of our students. This includes:

- seeking an evidence base
- pursuing improvement
- responding to demand
- listening to students and staff
- treating students as partners



Additional Information

Terms and Conditions of Employment

Cardiff University will offer an attractive salary, commensurate with experience, for a highly talented post-holder in this new role. Cardiff's offers 37 days per annum of annual leave is 37 days per annum, and a USS career average pension. Relocation expenses (up to a maximum of £8,000) will be available for candidates moving to Cardiff.

Equality of Opportunity policy

Cardiff University is committed to promoting equality and diversity in all of its practices and activities, including those relating to staff recruitment and employment. The University aims to establish an inclusive culture which welcomes and ensures equality of opportunity for applicants of all ages, ethnicities, disabilities, family structures, genders, nationalities, sexual orientations, races, religious or other beliefs, and socio-economic backgrounds. This commitment forms part of Cardiff University's Equality and Diversity Policy – see <http://www.cardiff.ac.uk/govrn/cocom/equalityanddiversity/index.html>

How to Apply

Please apply by submitting a copy of your Curriculum Vitae (CV) and a covering letter highlighting your suitability for the position no later than 6 January 2019 by email to: **SeniorRecruitment@cardiff.ac.uk**

For an informal conversation prior to applying to this role, please contact Ben Lewis, Director of Student Support and Wellbeing. Email: **LewisBM1@Cardiff.ac.uk**



Enquiries

Cardiff University

Tel +44(0)29 2087 4451

Email SeniorRecruitment@cardiff.ac.uk

www.cardiff.ac.uk

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