Inclusion Services Manager	
Role Description	

Grade & Salary:	Grade 6
Campus Location:	Sighthill
Line Manager:	Head of Student Wellbeing and Inclusion
Line Management Responsibility for:	Disability Inclusion team Student Funding Manager
Organisational Structure:	☒ Tick to confirm attached
Role Summary:	Student Wellbeing and Inclusion provides high quality, professional services to support potential and current students from their initial enquiry to Edinburgh Napier University through to graduation. In partnership with the Head of Student Wellbeing and Inclusion, you will lead and drive forward two key strategic areas: inclusion for disabled students and student financial inclusion. You will lead and manage the Student Disability Inclusion team and provide direction and support to the Student Funding Team Leader to deliver a range of services to support student academic success and retention. You will be responsible for setting and communicating strategy, policies and team delivery plans in order that the University meets or exceeds its statutory obligations in relation to equality legislation. You will have significant experience as a disability and/or student-funding practitioner and will make a significant strategic contribution to the development, implementation and monitoring of the University's overarching student inclusion and wellbeing provision and services, and to the overall management of the Student Wellbeing and Inclusion service.

Main Duties and Responsibilities	
➢	Lead, manage and evaluate the University's Disability Inclusion service and provide direction and support to the Student Funding Team Leader. Responsibilities include: • Acting as line manager for the Disability Inclusion team and for the Student Funding Team Leader • ensuring ethical and professional standards are understood, met and maintained • reviewing and developing service delivery in the light of changing demands in a multi campus setting.
➢	Together with the Head of Student Wellbeing and Inclusion, lead on the development, implementation and monitoring of relevant University wide equality and diversity strategies and policies working in partnership with senior managers across the University and with Edinburgh Napier Students' Association to provide high quality and effective professional services.
➢	Act as the strategic lead for wider student inclusion related topics and activities where required.
➢	Advise Senior Management and other members of staff within the University on the impact of disability legislation (existing and new) so that the University is providing equality of opportunity for disabled students and is compliant with legislation.
➢	Contribute to and influence University policy on issues such as developing inclusive curricula, learning and teaching, timetabling of exams, and lead on the provision of guidance to Schools on all areas relating to reasonable adjustments.
➢	Lead the on-going development of service delivery across our campuses, and into the ways in which services are delivered through digital platforms and to students studying with our academic partners and at a distance.
➢	Maintain a student facing caseload (as required and up to a maximum of 20% of time).
➢	Oversee the use of quantitative and qualitative analysis to inform activities to improve the quality of the student experience and to help identify trends, risks, issues and opportunities to aid strategic planning of service provision.
➢	Work closely with the Student Wellbeing Manager to ensure that students with long term mental health conditions are provided with appropriate learning support and adjustments.
➢	Oversee and prepare reports on student disability and funding services for the University Leadership Team, the University Court, Academic Board, Student Experience Committee and other committees and working groups.
➢	Prepare responses to external policy documents and consultation exercises on disabled student and funding matters, preparing briefing papers on the impact on Edinburgh Napier.
➢	Establish and maintain strategically important working relationships with internal and external stakeholders through networking and membership of relevant committees and working groups and in particular with those internal service departments engaged in the delivery of support for disabled applicants and students e.g. Department of Learning and Teaching Enhancement; Property and Facilities; Student Accommodation Services; Information Services; Student Administration; Academic Skills; Employability and Opportunities.
➢	Manage the work of the Student Disability Inclusion team and Student Funding Team Leader and contribute to the overall management of Student Wellbeing and Inclusion by: • Acting as deputy to the Head of Student Wellbeing and Inclusion when required • working in partnership with staff in Schools and other Professional services to provide information and advice on service functions; • managing the implementation of University and departmental plans, policies and procedures;

	• attending and contributing fully to management meetings and team events; • leading on the operational planning and development of the Student Disability Inclusion team and (together with the Student Funding Manager) Student Funding team; • managing and implementing projects which support the achievement of student experience objectives; • delivering improvements in service delivery; • managing and overseeing designated budgets; • ensuring that information is communicated to staff and other interested parties as appropriate; • taking responsibility for the recruitment, selection, induction and development of staff within the relevant teams including setting objectives, undertaking My Contribution reviews and monitoring performance.
➢	Ensure that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with ALL applicable legislation, codes and policies e.g. Data Protection, Information Security and Records Management.
➢	Participate in the University's annual My Contribution development review process.
➢	Work in line with the University's stated values & behaviours.
➢	In addition to the main duties indicated here, the post holder may be required to perform other duties assigned by the Head of Student Wellbeing and Inclusion from time to time. Such duties will be reasonable and be in line with the post holder's skills, experience and grade.

Person Specification

Attributes	Essential Requirements	Desirable Requirements
Education/Qualifications	Degree or equivalent.	Relevant Postgraduate or professional qualification, e.g. Disability Studies, Equality and Diversity or Management.
Experience	Experience of working in Further/ Higher Education and extensive experience in delivery of student disability and/or student funding services Experience of managing student support services including financial and human resource management. Excellent understanding of equality legislation and direct experience of developing and implementing equality and diversity focussed policies and plans. Experience of successfully managing and implementing projects and of leading change management in an organisation, influencing cultural change in teams and breaking down barriers to effective working.	Experience of social/community work. Experience of teaching/coaching. Experience of working across University student support teams e.g. with Counselling and Wellbeing Services and/or Residence Life Services. Experience of working and influencing at a senior level within an organisation.

	Experience of successfully contributing to strategic planning, development and delivery in the context of enhancing the student experience. Experience of managing staff, inspiring confidence and the ability to motivate staff and create a co-operative team spirit.	
Skills/Personal Requirements	Ability to work effectively with diverse internal and external groups. Excellent interpersonal, communication and organisational skills. Effective negotiation, presentation and representational skills Capability to lead, motivate and facilitate the work of a team. Ability to manage change and respond positively to new challenges. Creative and innovative approach to strategic thinking and problem solving. Ability to take responsibility for and resolve complex professional matters including handling situations of students in crisis.	

	Strong organisational and project management skills. Ability to manage complex budgets and maximise income. Ability to maintain a high level of confidentiality. Ability to prioritise competing demands, meet deadlines and manage own workload with minimal supervision. Ability to work effectively as part of the management team. Commitment to high service standards and customer focus and to upholding the University's values and behaviours. Willingness to work flexible hours including occasional evening and weekend work.	

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