

CANDIDATE PACK

Counselling and Mental Health Service Manager

Student and Academic Services

UNIVERSITY OF
WESTMINSTER 



OUR UNIVERSITY

Under the inspirational leadership of Professor Peter Bonfield OBE, the University of Westminster is a place where discoveries are made, barriers are broken, diversity is celebrated and where everyone is welcome. Serving more than 21,000 undergraduate, postgraduate, apprentice and executive students, our mission is to transform the lives of young people from all backgrounds. We seek to make the world a more inclusive, sustainable, better and healthier place through our educational, research and knowledge exchange endeavours.

Since our founding in 1838 we have stood out as innovators, committed to tackling social inequalities. In 2021, our University ranked 2nd in England out of more than 100 higher education institutions for social mobility. The ranking - produced by the Institute for Fiscal Studies and the Sutton Trust - compares the number of students from low-income backgrounds at universities, and the extent to which their studies helped them to move up the income ladder. Westminster has the second highest performance among universities in England.

As we focus forward to 2029, we will continue to do so in a way that is true to our progressive, compassionate and responsible values. Our education offer will be more personalised and authentic, giving students from all backgrounds an opportunity of transformative learning, helping them succeed in their studies and professional lives. Our curriculum will be employability-linked, leading to stronger outcomes and helping prepare our graduates for the world of work and for life. Our research and knowledge exchange will enable us to maximise our positive impact on societies in the UK and around the world in an environment where everyone is inspired to succeed. Our priorities of wellbeing, inclusion and sustainable development will help us as we navigate through the challenges and opportunities towards 2029.



OUR PRIORITIES

The University's 2022-2029 strategy, *Being Westminster*, sets us apart and builds on our unique history and achievements. In our University, we value social justice, moral conscience, inclusivity and equality, acting positively together to make change for good.

The University of Westminster has three priorities.

WELLBEING

Working and studying together at Westminster as a community of students and colleagues is a big part of our lives – doing so in an environment that places our wellbeing front and centre helps us to be safe and feel safe. We care for the safety, health and wellbeing of those around us as well as ourselves.

INCLUSION

All Westminster, colleagues and students are in a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and is a place where harassment and discrimination are not tolerated. As a responsible institution, we strive to ensure and to champion equality. As a progressive institution, we take pride in our diversity. As a compassionate institution, we commit to an inclusive culture that allows students and colleagues to reach their full potential.

SUSTAINABLE DEVELOPMENT

We take inspiration from the 17 United Nations' Sustainable Development Goals (SDGs) in how we drive our actions and activities and governance across our University. As a community, we bring together our collective energies to play our part in addressing the climate crisis and inequalities to enable a more sustainable and socially just world. We are one of the top 20 universities in the world in SDG 5 for providing equal access and supporting the academic progression of women. We are one of the top 25 universities in the world in SDG 10 tackling economic, health based and international inequalities. We are in the top 50 universities in SDG 12 for promoting resource and energy efficiency, having a sustainable infrastructure, and providing access to basic services for all.



OUR OBJECTIVES 2022-2029

Against a backdrop of a changing and challenging higher education environment, the University has recently completed a major review of its objectives and strategy and has published its commitments for the period 2022-29.

EDUCATION

We will offer personalised and authentic education, underpinned by an inclusive curriculum, to enable all our students, from all backgrounds, to engage in transformative learning and to succeed in their studies and professional lives. We will address global, political, and social challenges through a relevant demand-led and forward-looking portfolio. We will do this by offering authentic teaching, learning and assessment modes which immerse students in the wider-world through live projects, work-based learning and global opportunities. We will invest in our people to enable all teaching colleagues to plan and deliver exceptional learning experiences and professional colleagues to offer exceptional support. Students will be empowered by working in partnership with colleagues and fellow students to shape the Westminster experience. We will develop an integrated physical and digital environment that supports excellent practical, active and collaborative learning for all our students.

RESEARCH AND KNOWLEDGE EXCHANGE

Research and knowledge exchange are fundamental to our commitment to making a positive difference to the world and transforming lives. We are committed to research in four priority areas: Diversity and Inclusion; Health Innovation and Wellbeing; Sustainable Cities and the Urban Environment; Arts, Communication and Culture. Our excellence in research and knowledge exchange will infuse our education endeavour, inspiring and equipping our students as agents of change locally as well as globally. We will continue to grow our community of PhD researchers, ensuring that the Westminster postgraduate research experience remains sector leading and the foundation for great careers. In knowledge exchange we will focus on engagement with government, business and with the public and local community. We will achieve more when we identify shared interests and build partnerships with our communities and collaborate for the public good with a clear civic purpose.

EMPLOYABILITY

We will ensure that all our students benefit from employability-led learning and purposeful engagement with employers, business and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this through the further extension and embedding of programmes such as work-based and placement learning; the Westminster Employability Award; Westminster Working Cultures; mentoring; and student enterprise. Employability-related learning will be a core and critical part of the courses and curriculum we offer, right across the University. It will be front and centre of life at the University for students and colleagues.



A key priority will be the development of a dedicated Centre for Employability and Enterprise at 29 Marylebone Road, intended to transform our student experience and our engagement with business, industry and employers. The Centre will provide a game-changing experience through which undergraduate and postgraduate students from across Westminster will come together and practise enterprise; develop an entrepreneurial mindset and skills; access training, work, projects, business advice and mentoring; and connect directly with employers. The future-focused environment of the Centre will scale up our employability provision, helping our students to be 'fit for the future' in the most challenging of post-pandemic labour markets and economic environments. It will strengthen links between our UK-based and international employer partners and our motivated, bright, work-ready students, affording employers access to a diverse mix of people right for the needs of the contemporary workforce.

GLOBAL ENGAGEMENT

We will raise the international reputation and reach of the University, ensuring that 30% of our undergraduate community and 70% of our taught postgraduates come to us from overseas. Overseas partnerships will remain central to our global engagements. We will prioritise the outward mobility of our students to partner institutions, Contributing to students' development of employability skills and competences. We will extend and deepen our Trans-National Education relationships. These partnerships, particularly that with Westminster International University in Tashkent, will move beyond franchised or validated arrangements to embrace employability, alumni-related research, CPD and knowledge exchange connections.



OUR STRUCTURE

ACADEMIC STRUCTURE

Our structure is built to deliver an enhanced learning environment, stronger and broader industrial, international and professional connections and pioneering and impactful research. The University comprises three Colleges:

Westminster Business School

- School of Organisations, Economy and Society
- School of Finance and Accounting
- School of Applied Management
- School of Management and Marketing

Design, Creative and Digital Industries

- School of Architecture and Cities
- Westminster School of Arts
- School of Computer Science and Engineering
- Westminster School of Media and Communications

Liberal Arts and Sciences

- School of Social Sciences
- Westminster Law School
- School of Humanities
- School of Life Sciences

The University Executive Board comprises:

- Vice Chancellor and President
- Deputy Vice Chancellor (Employability and Global Engagement)
- Deputy Vice Chancellor (Education and Students)
- Deputy Vice Chancellor (Research and Knowledge Exchange)
- Chief Operating Officer and University Secretary
- Three Heads of College

PROFESSIONAL SERVICES

Our Professional Services teams support the effective and professional delivery of our teaching, research and knowledge exchange and the management of student residences and sports facilities.

- Academic Registry
- Business Engagement
- Estates
- Finance and Commercial Activities
- Global Recruitment, Admissions, Marketing and Communications
- Information Systems and Support
- People, Culture and Wellbeing
- Strategy, Planning and Performance
- Student and Academic Services



JOB DESCRIPTION

Job Title: Counselling and Mental Health Service Manager

Reports to: Head of Student Support and Residential Life

Department: Student and Academic Services.

Grade: NG8

ROLE PURPOSE

The Counselling and Mental Health Service Manager will lead, develop and manage the University's Counselling and Mental Health Service, ensuring the delivery of high-quality, accessible, and inclusive psychological support to students. Acting as clinical lead, the postholder plays a pivotal role in shaping strategic direction, evaluating impact and developing innovative approaches that respond to evolving student needs. This includes using data and evidence to inform planning, drive service improvements, and align provision with wider institutional and sector developments.

PRINCIPAL ACCOUNTABILITIES

1. Provide strategic and operational leadership for the development and delivery of the Counselling and Mental Health Service, ensuring its alignment with institutional priorities for student success, retention and satisfaction.
2. Act as the designated clinical lead, maintaining service quality and accessibility in accordance with relevant professional, ethical and legal standards.
3. Manage a personal clinical caseload, including assessment, risk management and crisis response, and provide consultation and advice to academic and professional colleagues.
4. Act as a Designated Safeguarding Lead, contributing to policy and process development and promoting a culture of safeguarding across the University.
5. Lead, supervise and develop a multidisciplinary team, ensuring high performance, effective clinical supervision and continuous professional development.
6. Use service data and impact evaluation to drive service planning and reporting, ensure quality assurance and inform evidence-based decision-making.
7. Champion innovation in service design and delivery, identifying and implementing creative solutions to address increasing demand, improve access, and support a diverse student population.
8. Promote a whole-university approach to student mental health, working in partnership with internal stakeholders to integrate support into the wider student experience.
9. Represent the University externally, developing effective relationships with sector bodies, NHS partners and other agencies to enhance referral pathways and joint working.
10. Design and deliver training and workshops for staff and students, in collaboration with internal teams, to build



awareness and confidence in responding to student mental health needs.

11. Participate in committees and working groups addressing the emotional and psychological needs of students.
12. Manage budgets and resources effectively, ensuring financial sustainability and alignment with service priorities.
13. Undertake any other reasonable duties as required by the Head of Student Support and Residential Life or the Director of Student and Academic Services.

CONTEXT

This is a senior leadership role within the Student Support and Residential Life team, part of the Student and Academic Services directorate. The Counselling and Mental Health Service provides individual, group and crisis support to students and contributes to institutional initiatives that enhance psychological health. The service operates across multiple campuses and online, supporting a diverse student population through direct interventions, consultation, and proactive engagement.

The postholder is expected to collaborate across professional and academic services and represent the University in relevant networks and forums. The role contributes to a broader whole-university strategy for supporting students, underpinned by the principles of the University Mental Health Charter.

The role holder will ensure that services are fully aligned with other SAS teams, activities across Professional Services and complement the academic offer, to enable the University to deliver its priorities and meet its statutory obligations.

Student Support and Residential Life comprises circa 70 colleagues working in the following 6 teams:

- Interfaith Advice
- Residential Life (including 3 University-owned halls and external accommodation partnerships)
- Student Advice and Funding
- Counselling and Mental Health
- Student Inclusion and Wellbeing
- Student Support Development

SAS provides professional, efficient, effective and consistent researcher and student-focused support and services. It leads on professional support for a wide range of governance, research, learning, employability and wellbeing interventions that enhance the experience of students, colleagues and alumni throughout their relationship with the University.

SAS activities are key to the delivery of the University's strategic objectives and enable the University to deliver on its mission: To help students and colleagues from different backgrounds fulfil



their potential and contribute to a more sustainable, equitable and healthier society. To achieve this, SAS is organised into 4 clusters:

- Business Operations
- Library and Archive Services
- Student Centre
- Student Support and Residential Life

SAS is a large and diverse Directorate comprising circa 240 colleagues. The post is based in the West End, but the post holder may be expected to work at any of the University sites as required. The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer.

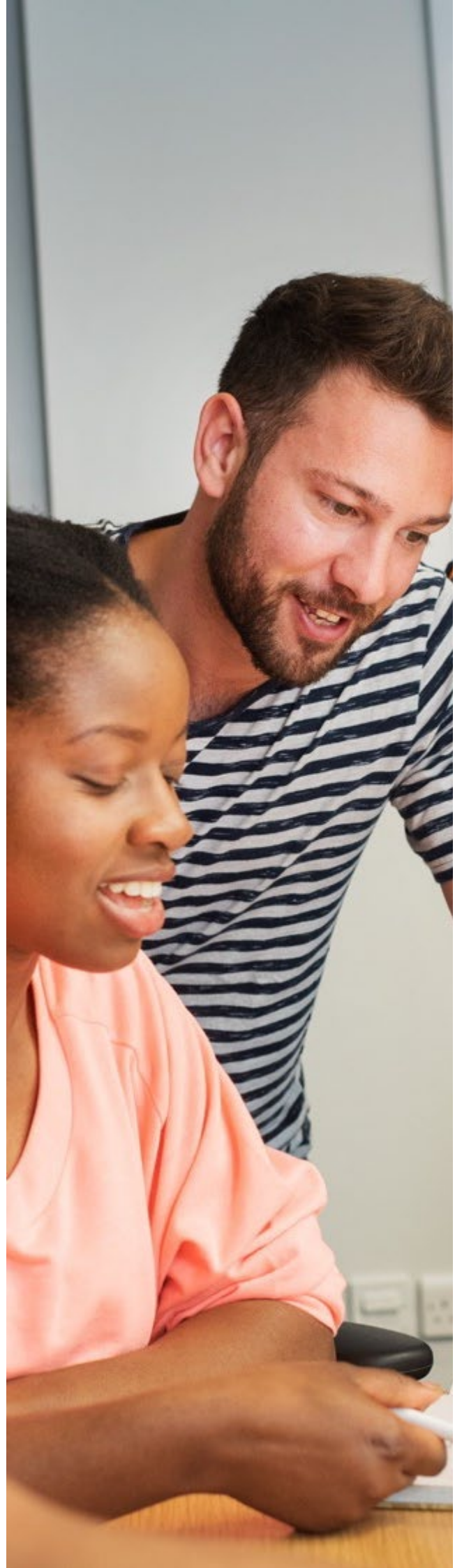
The post holder is required to represent the Head of Student Support and Residential Life on University level committees (or attend for specific items of business). They will be expected to represent the University in appropriate external and national fora in respect of professional functions. The post holder will champion innovation and improvement in services, providing leadership to colleagues in their team and expert advice to senior management. Collaboration within SAS and with internal and external partners will also be a key activity, including service planning based on active partnership with key stakeholders.

The post-holder will support delivery of services in relation to the University's aspirations to deliver exceptional student experience and in line with relevant strategies.

The University requires all post holders to understand individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.

DIMENSIONS

- Strategic and operational lead for the University's Counselling and Mental Health Service.
- Leadership and line management responsibility for a multidisciplinary team of counsellors, mental health professionals and administrative support.
- Lead the design and implementation of service evaluation frameworks, reporting on impact and informing strategic planning.
- Accountable for managing service budgets and ensuring alignment with financial and institutional priorities.
- Key contributor to university-wide wellbeing and support strategies through committee participation and cross-departmental collaboration.
- Develop and maintain strategic relationships with external partners, including NHS services, to support integrated care pathways and joint initiatives.



- Deliver training, consultation, and advice to staff and students to strengthen the university's capacity to respond effectively to mental health issues.
- Represent the University at sector forums, partnerships and relevant professional networks.
- Deputise the Head of Student Support and Residential Life at university committees, working groups and external networks.

KEY RELATIONSHIPS

- Director of Student and Academic Services
- Deputy Vice Provost (Education)
- Professional Services Heads within Estates, ISS and People, Wellbeing and Culture, and those with responsibilities for student-facing services.
- Officers and colleagues of University of Westminster Student Union and other representative student groups.
- Senior Professional Services colleagues.
- Peer role holders from other Universities
- Relevant external partners and bodies including, NHS, London Higher, AMOSSHE, Student Minds.



PERSON SPECIFICATION

QUALIFICATIONS

Essential

- Education to degree level and holding a counselling or psychotherapy qualification to diploma or master's level.
- Professional membership/s such as BACP Full Accreditation, UKCP Registration or Counselling Psychologist with HCPC Registration or other equivalent professional recognition.

Desirable

- Evidence of completion of Level 3 Designated Safeguarding Lead training.
- A recognised supervision training.

TRAINING AND EXPERIENCE

Essential

- Significant professional post-qualification experience of working within a large and complex institutional context, and ability to demonstrate a clear understanding of how this context impacts on therapeutic decisions.
- Significant experience of offering individual counselling/psychotherapy in a higher education or similar institutional context.
- Substantial experience of brief focussed counselling, and training in brief approaches such as solution-focused or cognitive-behavioural therapies.
- Experience of working with young adults and the issues of this age and stage and understanding of issues facing students
- Experience of working with difference, including individuals with a range of different cultures, disabilities, sexual orientations and age, and ability to demonstrate impact in improving accessibility and inclusivity at a service level.
- Proven IT skills including with client management systems.
- Experience of leading collaborative working in a team that offers a range of different therapeutic approaches.
- Experience of leading and managing change, including implementing service improvements and responding to evolving student needs and institutional priorities.

Desirable

- Experience as a safeguarding practitioner within a large and complex institutional context.
- Experience of providing clinical supervision for counsellors and/or mental health professionals, with a recognised supervision training.



APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

Essential

- Proven ability to analyse complex issues, research information and generate new ideas, and to write clear and concise reports illustrating relevant information and recommendations.
- Operational understanding of data protection, confidentiality and information sharing, with awareness of handling sensitive clinical and student information.
- Thorough knowledge and understanding of ethical frameworks relevant to clinical mental health and counselling practice.
- Emotional resilience, flexibility, and the ability to work calmly under pressure and contain anxiety in self and others, especially in crisis situations.
- Ability to lead and implement change, including the development of new service models, improvement of existing systems, and response to evolving student needs and institutional priorities.
- Skilled at engaging teams through transitions, fostering collaboration and maintaining motivation during periods of significant change.
- Ability to think creatively and apply problem-solving skills to develop inclusive, evidence-based solutions for complex service challenges.
- Capacity to work independently and exercise sound judgment in critical situations, including safeguarding and clinical risk management.
- Strong interpersonal and communication skills, with the ability to work constructively with a wide range of stakeholders including students, colleagues, and external partners.
- Commitment to reflective practice, continuous improvement, and professional integrity in line with sector best practice and regulatory requirements.
- Fully committed to contributing to a stimulating learning and working environment that is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

Desirable

- Proven ability to implement/project manage strategy instigated at a higher level.



HOW TO APPLY

To apply for this vacancy, please visit our [vacancies page](#) where you will be able to download our application form template. You will then be requested to complete a quick registration before being able to upload completed application form and any supporting documentation.

Applications should include:

- A concise statement in support (ideally no longer than two pages), addressing the criteria in the Person Specification and motivation for applying.
- You may also include an up to date curriculum vitae.
- names and contact details of two referees (although referees will only be approached at offer stage).

The deadline for receipt of applications is midnight on 13 July 2025.

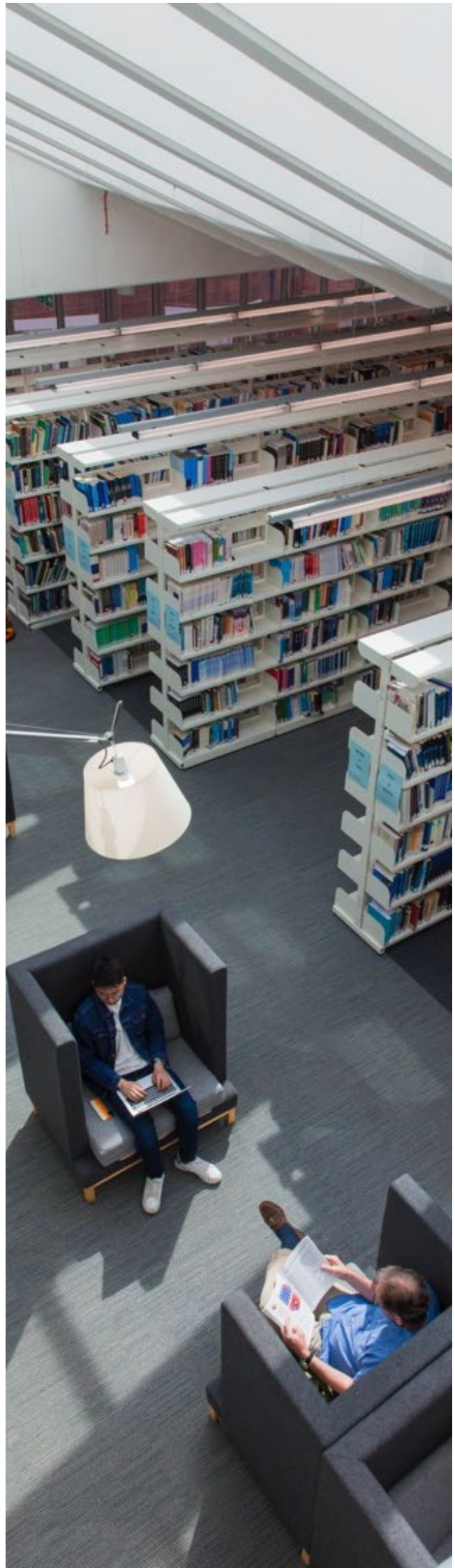
Interviews to be held on 25 July 2025.

An appointment will be made subject to proof of eligibility to work in the UK and satisfactory references being obtained.

At the University of Westminster, diversity, inclusion and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders.

We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer. Further details of Smart Working can be discussed at interview stage.



OUR BENEFITS

The University offers a range of wellbeing and work-life balance benefits to recognise and reward the essential contribution our colleagues make to success and growth. Our benefits are inclusive for colleagues of all backgrounds including LGBTQ+ colleagues, disabled colleagues, pregnant colleagues, parents and carers, as well as colleagues of all genders, age, ethnicities, nationalities, religion and beliefs, and marriage and civil partnership status.

- 35 days annual leave per year, plus bank/national holidays and University of Westminster closure days (pro-rata for part-time staff).
- A generous occupational pension scheme.
- Annual incremental progression and/or cost of living reviews.
- Generous maternity, paternity and adoption leave.
- Flexible working and smart working.
- Learning and development opportunities.
- Free membership rates for a wide range of sporting facilities, including gyms at Regent Street and Harrow campuses, as well as the Chiswick Sports Ground.
- Employee assistance programme.
- The opportunity to participate in other attractive employee benefit schemes such as Cycle to Work, Eye Care Vouchers, Season Ticket Loans, and Give As You Earn.





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