

CANDIDATE PACK

Student Welcome Senior Officer

Academic Registrar's Department

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: Student Welcome Senior Officer

Reports to: Student Lifecycle Manager

Department: Academic Registrar's Department

Grade: NG6

ROLE PURPOSE

The Student Welcome Officer is based in the Student Lifecycle Team, and is responsible for leading on the coordination, planning, delivery, and development of the Welcome and Arrivals Programme for new and continuing students. This includes welcome week, longitudinal induction, and international student welcome, ensuring that these activities align with the University's values and related initiatives. The postholder will work closely with the Student Lifecycle Senior Officer to ensure that enrolment, welcome and induction work cohesively. The postholder will lead and manage the Welcome Team and work across academic and professional services departments to deliver an integrated and inclusive student experience which supports transition and a sense of belonging for our diverse student body. They will ensure the delivery of a professional customer focused service to support the delivery of these core University-wide activities.

PRINCIPAL ACCOUNTABILITIES

1. Develop the business processes and budget for the planning, coordination, and delivery of the University's Welcome Programme for all new and continuing students, ensuring a consistent, high-quality, and professional service aligned to the University's values, with a strong focus on continuous improvement of all welcome-related activity. Identify potential issues and risks, providing solutions and reviewing outcomes and raising any resourcing issues with senior colleagues.
2. Lead and manage the Student Welcome team, ensuring they receive appropriate support, training, and development to deliver their roles effectively and provide excellent customer service and demonstrating a commitment to operational efficiency. Work collaboratively with other Student Lifecycle colleagues to coordinate the recruitment and training of student ambassadors to support enrolment and welcome, ensuring that recruitment and financial procedures are followed. Ensure that the team works collaboratively with the wider Student Lifecycle team and actively supports key areas of the Student Lifecycle portfolio (enrolment, welcome, graduation etc.)
3. Support the University Welcome and Arrivals Steering Group with the design, delivery, and implementation of the Welcome Programme for new and continuing



students, with a focus on student belonging and longitudinal welcome, ensuring alignment with other strategic projects on welcome and transition. Highlight any ongoing issues and risks in relation to the Welcome Programme with the Welcome and Arrivals Steering Group. Work in partnership with the Welcome and Arrivals Steering Group to review and develop the Welcome Programme for new and continuing students.

4. Ensure effective communication and collaboration with stakeholders including academic schools, professional services departments, the University of Westminster Students' Union (UWSU), and external stakeholders to ensure the integrated planning and delivery of Welcome activity at central and local levels, including Welcome Week, welcome events and activities, course inductions, and welcome communications.
5. To be responsible for updating the Student Welcome and Arrivals Policy ensuring it aligns with other relevant university policies and frameworks. Review sector-wide good practice in relation to welcome and transitions to inform the development of the University's approach to welcome and transitions. Ensure that the university's core values are embedded in the Welcome Programme and that there is a focus on continuous improvement.
6. Develop, maintain, and review a suite of centrally retained resources to support university colleagues in the delivery of student welcome activity, including a resource base of information (key dates and timelines, course induction templates, communication schedules, frequently asked questions etc.), which will be available via a shared site for colleagues.
7. Play an active role in the University's Welcome and Arrivals Groups and the three College Arrivals Groups, providing updates and reports on Welcome activity as required. Establish appropriate task and finish groups to address areas that require review and development, ensuring that relevant stakeholders are represented and that agreed actions are taken forward in a timely manner. Ensure that secretarial support is provided to the university welcome groups by the Welcome Team.
8. Work in collaboration with University welcome and arrivals groups to develop an appropriate model for longitudinal induction and welcome back for continuing students to ensure that welcome activity is delivered effectively across the student lifecycle. Ensure this takes into account other University initiatives to enhance the induction and transition process for all students.
9. Work in collaboration with academic and professional service colleagues to develop an appropriate International Welcome Programme which includes a range of information and activities for students who are new to the UK, ensuring that this links with other University initiatives and good practice to enhance the international student experience.



10. Work closely with colleagues in Marketing and Communications to develop an effective communication plan for student welcome in collaboration with academic and professional services stakeholders and the UWSU. Ensure this plan does not conflict with other scheduled University activity and is communicated widely in a timely manner.
11. Work closely with the University's Digital Team to review and update the Welcome to Westminster website, ensuring that content is appropriate, engaging and presented in an accessible style. Agree an annual timeline for the receipt and approval of content and go-live for the webpage.
12. Undertake any other duties as appropriate within the remit of the grade from time to time as required by Senior Managers.

CONTEXT

The Academic Registrar's Department (ARD) is responsible for the academic and student administration services across the University. It has an establishment of around 140 colleagues. The ARD mission statement is outlined below:

The Academic Registrar's Department will be recognised for excellence and professionalism in leading the University's academic administration and academic governance functions. As a team of specialist professional practitioners, through the provision of expert advice and the ownership and management of holistic and efficient administrative processes and policies we will meet our responsibilities by:

- *Assuring academic standards and enhancing academic quality through the effective management of the University's academic infrastructure.*
- *Supporting the strategic leadership and delivery of learning, teaching, and assessment.*
- *Delivering a seamless student journey through the administrative lifecycle from enrolment to graduation and beyond, wherever appropriate using technology to improve efficiency, remove barriers and provide solutions that will allow stakeholders to access our services wherever and whenever is convenient to them.*
- *Ensuring the quality and integrity of all student and course related data and developing effective and efficient data management and related business processes.*
- *Ensuring the effective delivery of College activities, events, and processes through the provision of professional support to Heads of College and their senior teams.*

Our work will enhance the student experience through anticipating and responding to student need and putting the student's expectations at the heart of all that we do.



The Academic Registrar's team is comprised of three main areas: Student Administration, Quality and Standards, and College Operations. The Student Administration Department is led by the Deputy Registrar (Student Administration) and comprises.

- Central Registry Operations (Partnerships, Student Engagement & Attendance, Student Lifecycle, and Student Records and Systems)
- Campus Registries (Fitzrovia Registry, Harrow Registry and Marylebone Registry)

The Student Welcome Team is part of the Student Lifecycle Team which has oversight of processes and systems which support centrally based student administration for enrolment and welcome, module registration, examinations, certification, and graduation. The

Welcome Team are an integral part of the Student Lifecycle team and will work collaboratively to support all student lifecycle activities during peak periods of activity such as enrolment, welcome and graduation.

The postholder has particular responsibility for leading and delivering the University's Welcome Programme in partnership with various University welcome and arrivals groups, academic schools, professional services departments, and the University of Westminster Students' Union (UWSU).

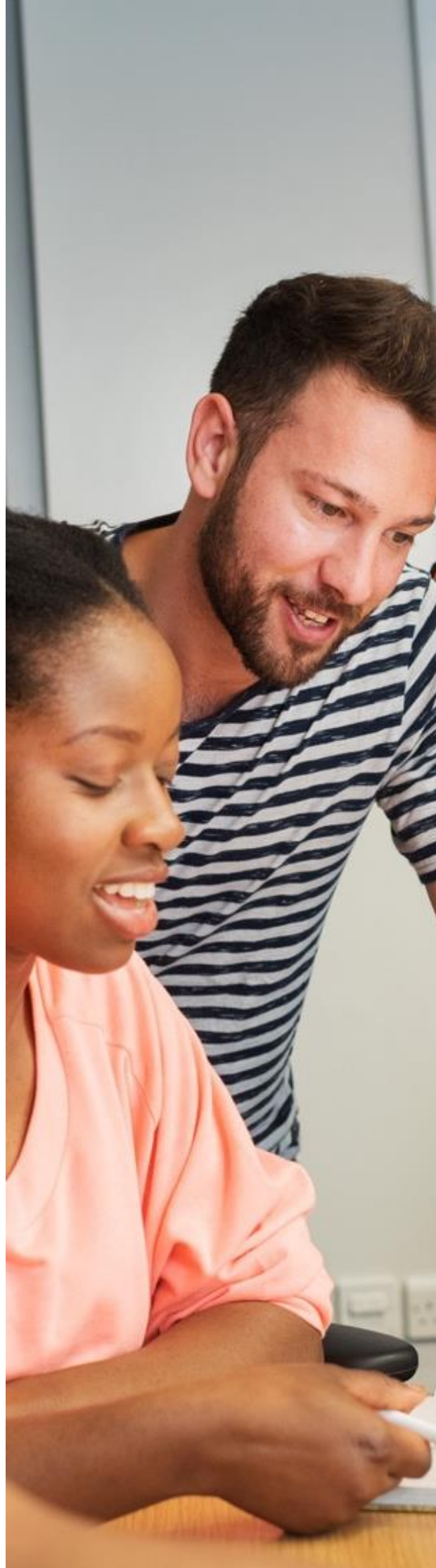
The team comprises the following colleagues:

- Student Lifecycle Manager
- Student Lifecycle Senior Officer (Enrolment, Graduation & Certification)
- Student Lifecycle Officer (Module Registration & Examinations)
- Student Lifecycle Coordinator
- Student Lifecycle Events Coordinator
- Student Lifecycle Administrator (2 posts)
- Student Welcome Senior Officer
- Student Welcome Officer
- Student Welcome Coordinator

DIMENSIONS

The postholder is based in the Student Administration Team and will be required to work across different campuses from time to time, to ensure the effective delivery of the Student Welcome Programme. They will work closely and collaboratively as part of the Student Lifecycle team and will support the overall work of the team as directed by the Student Lifecycle Manager. The postholder will also work across various academic and professional services departments.

The Welcome to Westminster programme provides welcome and induction support and events for all University of Westminster students including, undergraduate, taught postgraduate and research degree students. There are two



intakes of new students annually which involves around 9,000 students in September and 500 students in January.

The postholder will have responsibility for a small non-pay budget agreed annually.

At certain busy times of the year (for example during enrolment, examination, assessment, graduation, and course modification periods), it may be necessary for ARD colleagues to work outside normal working hours, including occasional weekends, and annual leave may be restricted during these times. Any additional hours worked will be compensated in accordance with the University's overtime policy.

All ARD colleagues may be required to help support any ARD activity according to business need, whether or not that activity forms a core part of the postholder's job description.

The University currently operates a hybrid working model with each team agreeing its own smart working arrangements based on departmental business needs. This means that colleagues work both onsite and remotely on an agreed basis, which may be adjusted at certain times of year due to peaks in workload. Each Department keeps their smart working arrangements under review, and these may be adjusted due to changing business needs.

The University requires all postholders to have an understanding of 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.

KEY RELATIONSHIPS

- Associate Head of College (Education and Students) Campus Registry.
- Campus Service Managers.
- Centre for Education and Teaching Innovation (CETI) Customer Engagement and Experience Lead.
- Deputy Registrar (Student Administration)
- Deputy Vice-Chancellor (Education)
- Directors of College Operations.
- Estates, Planning and Services
- Global Mobility.
- Global Recruitment, Admissions, Marketing and Communications (GRAMC) Information Systems and Support (ISS)
- Learning Innovation and Digital Engagement (LIDE) Library and Archives Service.
- Student and Academic Services (SAS).
- University of Westminster Students' Union (UWSU).



PERSON SPECIFICATION

QUALIFICATIONS

Essential

- Graduate or demonstrable equivalent skills and experience.
- Experience of participating in professional sector networks

Desirable

- N/A

TRAINING AND EXPERIENCE

Essential

- Proven success of event management and the organisation of large events.
- Substantial experience in Higher Education administration preferably in student administration or a student services function.
- Experience of leading and managing colleagues.
- Successful experience of student welcome and induction in an education setting.
- Understand the need for consistency in the implementation of policy, procedure, and practice across an institution.
- Good experience of developing processes and systems which align with professional and regulatory requirements.
- Significant experience of developing and implementing policies, procedures, and published guidance
- Experience of manipulating and analysing data to resolve problems and inform decision making.
- Good experience of managing successful collaborative projects involving multiple stakeholders
- Highly competent in the use of digital student record systems.
- High standard of numeracy and literacy.
- Highly IT literate with excellent MS Office skills.
- Experience of compiling reports for a range of audiences
- Knowledge of current issues in the HE sectors.

Desirable

- N/A

APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

Essential

- Comfortable working as a member of a team.
- Excellent attention to detail.
- Excellent communication and interpersonal skills, showing an ability to persuade and motivate a range of stakeholders.



- Ability to establish good working relationships with colleagues, students, and external bodies.
- Ability to work in an efficient and organised manner with the ability to prioritise and handle multiple tasks and competing priorities.
- Ability to use tact and discretion when working with sensitive and personal issues.
- Proven commitment to customer care.
- Ability to use own initiative and consider the wider context and implications when problem solving.
- Flexible attitude to changing environments and ability to learn new skills and specific knowledge quickly.
- A calm and professional manner.
- A proactive approach to problem solving.
- Ability to work with academic and professional services colleagues at all levels.
- Self-motivated with a flexible positive attitude.
- Ability to work well under pressure on own initiative and as part of a busy team .
- Fully committed to contributing to a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.



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 19 May 2024.

Interviews will take place on 14 June 2024.

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.





[westminster.ac.uk](https://www.westminster.ac.uk)

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