

## JOB DESCRIPTION

### 1. JOB DETAILS:

<b>Position Title:</b>	<b>Head of Division – Student Experience</b>
<b>Reports to:</b>	<b>Deputy Vice Chancellor – Academic Affairs</b>
<b>Department</b>	<b>Student Experience</b>
<b>Location:</b>	<b>Abu Dhabi, UAE</b>
<b>Grade:</b>	<b>TBC</b>
<b>Prepared / Revised on:</b>	<b>February, 2025</b>

### 2. JOB PURPOSE / ROLE:

Oversee the strategic direction and coordination of Student Support Departments and Sections. This role involves developing and implementing programs and services that enhance students' overall experience, support their skills and career development, engage them in community and volunteering projects, promote active and healthy lifestyles, and foster a vibrant student community. The Head of Division will be responsible for creating a positive and engaging campus environment, contributing to student success, well-being, engagement and employability.

### 3. JOB DIMENSIONS

<b>Number of Staff Supervised:</b>	<b>Direct Reports:</b>	<b>3</b>
	<b>Total:</b>	<b>TBC</b>

<b>Key Priority</b>	<b>Key Activities</b>
<ul style="list-style-type: none"> <li>Strategy and Planning</li> </ul>	<ul style="list-style-type: none"> <li>Develop and implement a comprehensive strategy for the Division aligned with the university's strategic plan and objectives.</li> <li>Set an overall direction and vision for the reporting functions through developing long-term strategy for the division and its functions in line with SUAD's strategic objectives and educational standards.</li> <li>Make strategic decisions about Division's student offerings, initiatives, programs.</li> <li>Ensure that all departmental activities and services are part of an overall planning process, that they take into account the involvement of other departments and are subject to the required institutional communication.</li> </ul>
<ul style="list-style-type: none"> <li>Leadership</li> </ul>	<ul style="list-style-type: none"> <li>Provide leadership to the reporting functions by setting and directing on the vision and missions of the University.</li> <li>Represent the Division on relevant committees and councils in order to ensure appropriate governance and progress at SUAD.</li> <li>Ensure that all direct reports are aware of what they are required to achieve and how they are performing against their objectives.</li> <li>Manage the day-to-day operations of the division providing guidance, encouraging teamwork and facilitating professional work processes in order to achieve high performance standards.</li> </ul>

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▪ Student Experience	<ul style="list-style-type: none"> <li>▪ Oversee the strategic planning and execution of student engagement initiatives, ensuring a diverse range of events and programs that enhance the overall student experience.</li> <li>▪ Supervise the Heads of Department in delivering key activities, including career fairs, student orientation programs, sports competitions, and community engagement initiatives.</li> <li>▪ Provide strategic direction for partnerships with external vendors, sponsors, and industry stakeholders to strengthen community and professional connections.</li> <li>▪ Ensure alignment of student activities with SUAD's global agenda, optimizing event offerings to complement broader university initiatives.</li> <li>▪ Oversee the development of a sports strategy that enhances well-being, participation, and community engagement while ensuring sustainable facility management.</li> <li>▪ Oversee cultural, social, and residential programs that foster student engagement, personal development, and a supportive living environment.</li> </ul>
▪ Career Development and Student Employability	<ul style="list-style-type: none"> <li>▪ Oversee the strategic direction and delivery of career services, ensuring effective career counselling, job placement, internships, and career fairs.</li> <li>▪ Supervise employer and alumni engagement initiatives to expand partnerships, enhance career opportunities, and foster a dynamic professional network.</li> <li>▪ Ensure the Career Centre offers comprehensive support for students' career planning, contributing to improved employability outcomes.</li> </ul>
▪ Stakeholder Management	<ul style="list-style-type: none"> <li>▪ Develop and maintain partnerships with external organizations, such as employers, industry associations, and community groups, to enhance opportunities for students.</li> <li>▪ Collaborate with internal departments and divisions to create integrated and holistic support for student life, career development, and sports activities.</li> </ul>
▪ People Management	<ul style="list-style-type: none"> <li>▪ Manage all direct reports effectively as a Line Manager.</li> <li>▪ Recruit, train, and retain qualified team members, conduct performance evaluations, provide mentoring and professional development opportunities.</li> <li>▪ Provide ongoing formal and informal feedback and appraisal to maximize subordinate and function performance and resolve any issues or conflicts that may arise among employees.</li> <li>▪ Foster a positive and inclusive working environment that encourages professional development and growth.</li> <li>▪ Promote teamwork and collaboration by encouraging open communication, mutual respect, and shared goals.</li> <li>▪ Foster a collaborative and supportive work environment by addressing conflicts promptly and fairly while implementing strategies to strengthen professional relationships.</li> </ul>
▪ Budgeting	<ul style="list-style-type: none"> <li>▪ Collaborate with Finance Department to develop an annual budget that aligns with the division goals, priorities, and strategic objectives.</li> <li>▪ Oversee the allocation of financial resources within the division, ensuring that funds are allocated efficiently and effectively to support key activities.</li> <li>▪ Monitor the divisional expenditures throughout the fiscal year and take proactive measures to control costs, address budgetary discrepancies, and reallocate resources as needed.</li> <li>▪ Provide regular reports with accurate data required to build the budget of the Academic Division and assessment of its utilization.</li> <li>▪ Secure funding through grants, sponsorships, and partnerships with external organizations.</li> </ul>
▪ Policies and Procedures	<ul style="list-style-type: none"> <li>▪ Follow SUAD policies, processes, standard operating procedures, and instructions so that work is carried out in a controlled and consistent manner.</li> </ul>

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▪ Related Assignments

▪ Perform other related duties or assignments as directed by the Line Manager.

### 5. QUALIFICATIONS, EXPERIENCE, & SKILLS:

#### Minimum Qualifications:

- Master's degree in a relevant field is preferred

#### Minimum Experience:

- 8 to 10 years of progressive experience in higher education administration, student affairs, career services, or sports management.
- Min of 5 years of People Management experience.

#### Job-Specific Skills:

- Leadership and Management skills.
- Communication & Interpersonal skills.
- Demonstrated experience in leadership roles, managing teams, and overseeing multiple programs or departments.
- Proven track record of developing and implementing successful student support programs and initiatives and establishing successful partnerships.
- Knowledge of the higher education sector and related policies in Abu Dhabi or French Higher education system.
- Stakeholder Management and Influencing Skills.
- Problem-Solving and Decision-Making.
- Languages: English and Arabic are mandatory; French is an added value.