


Hub Operational Manager for the Hub for SUCCESS (Support for University and College for Care Experienced Students Scotland)	 Edinburgh Napier UNIVERSITY
Role Description	

Grade & Salary:	Grade 6
Campus Location:	249 High Street Edinburgh City Council (with travel required across region)
Line Manager:	HUB for SUCCESS Strategic Manager (The Promise)
Line Management Responsibility for:	HUB Co-ordinators Student Ambassadors
Role Summary:	The Hub Manager will be responsible for the operational delivery of the core aims of the Hub for SUCCESS: to inspire, encourage and support people with experience of care to consider and pursue post-school educational opportunities. The post holder will have empathy towards working with people from a care experienced background with an understanding of the unique barriers faced by those who are care experienced in accessing further and higher education. This post holder is likely to have experience with working with young people from disadvantaged backgrounds and/or groups of people we find hard to reach. This role requires the ability to work with a high degree of autonomy, experience of starting new initiatives, developing, and delivering programmes and events across the region in partnership; and providing line management for staff and student ambassadors.

Main Duties and Responsibilities

➤	Lead and manage the HUB's operational work, ensuring a high-quality service in all aspects of delivery
➤	Provide an open, caring, responsible and accessible service for people of all ages using the HUB for SUCCESS which is sensitive to their needs
➤	Work collaboratively with the HUB partners, including those with lived experience of care, from across the regional to develop innovative programmes and events that will inspire, encourage and support care-experienced people to pursue post-school educational opportunities
➤	Harness the expertise in partner organisations and institutions to aid in the delivery of programmes, events, and policy directions
➤	Develop and maintain networks with schools, community centres, third/voluntary sector and other bodies who provide support to people who are care-experienced

➤	Raise awareness of the HUB for SUCCESS, with all relevant stakeholders and ensure the HUB's website is kept relevant and up to date
➤	Lead the development, implementation, monitoring and evaluation plans and activities to widen access to and increase applications and entrants, and to support student transitions, retention, and success among those care experience
➤	To establish effective working relationships with internal and external stakeholders through networking and membership of relevant committees and working groups.
➤	Deputise for the HUB for SUCCESS Strategic Manager
➤	Produce reports for the Advisory Board, funders and policy makers as required
➤	Manage the HUB for SUCCESS designated budgets
➤	Work in line with the University's values and behaviours and work in line with a commitment to the Scottish Social Services Council, Code of Practice, for Social Workers in Scotland
➤	Be responsible for ensuring 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.
➤	Undertake duties as may reasonably be requested and that are commensurate with the nature and grade of the role.



Person Specification

Attributes	❖ Essential Selection Criteria	Desirable Selection Criteria
Education/Qualifications	Degree or experience equivalent to working at degree level	Postgraduate or professional qualification, for example in social work, education, or community education
Experience	Knowledge and understanding of care sector and challenges faced by care experienced people	Experience of working with schools, colleges, universities or other learning providers

	<p>Experience of working with young people and adults from disadvantaged backgrounds</p> <p>Experience of leading, planning, managing, and implementing projects</p> <p>Experience of working collaboratively with partners, stakeholders, and those with lived experience</p> <p>Knowledge and understanding of, and commitment to, social inclusion and equality, including policy context</p> <p>Knowledge of the policy context within which Further and Higher Education providers in Scotland operate</p>	<p>Experience of community education and working with adults returning to education</p> <p>Experience of successfully contributing to implementation and delivery in the context of widening participation for care experienced</p> <p>Experience of delivering projects underpinned and informed by lived experience</p> <p>Knowledge of the Independent Care Review and The Promise in Scotland</p> <p>Experience of theory underpinning partnership working with people with lived experience</p>
Skills/Personal Requirements	<p>Excellent interpersonal, communication and organisational skills</p> <p>Well-developed ability to listen effectively in different contexts including when engaging with service users and stakeholders.</p>	<p>Experience of working in a trauma informed way</p> <p>Understanding of long-term impacts of trauma and poverty on educational achievement/outcomes</p>
	<p>Ability to empathise with needs of service users.</p> <p>Ability to work effectively with diverse internal and external groups</p> <p>Ability to manage change and respond positively to new challenges</p> <p>Creative and innovative approach to strategic thinking and problem solving</p> <p>Strong organisational and project management abilities</p> <p>Ability to prioritise competing demands and meet deadlines</p> <p>Commitment to high service standards and customer focus</p> <p>Willingness to work flexible hours including occasional evening and weekend work.</p>	

- ❖ *Essential Selection Criteria* are mandatory requirements for a post-holder. If a potential candidate does not evidence all of these requirements in their

application form they do not meet the essential criteria of the role and, therefore, will not be short-listed for interview.

