



University of
Strathclyde
Bahrain

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Student Experience Manager (Welfare and Support)

Department	Student Experience
Directorate	Student Experience and Enhancement Services
Staff Category	Administrative and Professional
Reports To	Head of Wellbeing
Grade	8
FTE	1
Contract Type	Full-Time / Open Contract
Reference No	685134
Working Arrangements	Fully On-site. Due to the nature of this role, it is based fully on-site. (Sunday – Thursday)
Work Location	Manama, Bahrain



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Job Advert

Who we are

Great minds. Innovative solutions.

Be part of a vibrant community that celebrates over 200 years of academic excellence, world-class research, and impactful innovation. Located in the dynamic Bahrain Bay, the University of Strathclyde, Bahrain, offers the same high standards of academic excellence and pioneering research that our Glasgow, UK campus is renowned for.

We currently provide eight undergraduate programs in Engineering, Science, and Business, with future phases set to expand our offerings in research and innovation. As a leading international technological university, our mission, inspired by our founding principle as 'a place of useful learning,' is to make a positive difference in the lives of our students, society, and the world.

Since 1995, we have been delivering MBA teaching at our international centre in Bahrain. Now, in partnership with S Eleven Educational, we are proud to expand our activities to create an Innovation, Research, and Education Hub.

The opportunity

At the University of Strathclyde, as a socially progressive, values-led organization, we are working hard to fulfil our dynamic and ambitious 2030 strategy which includes delivery of an excellent applicant and student experience for all. The University has an exciting opportunity within the Student Experience Directorate for an experienced and highly organised Student Experience Manager (Welfare and Support) to join our Bahrain Campus and welcomes applications from candidates seeking a diverse and challenging role focussing on delivering an excellent student experience.

This is an exciting time for the University of Strathclyde as we develop our newly opened campus in Bahrain. Based in our purpose-built campus building, The Student Experience Manager (Welfare and Support) is a new role which will be fundamental to supporting our students in Bahrain in all aspects of their welfare and support requirements.

The Student Experience Directorate encompasses a collection of wide-ranging professional services to support University of Strathclyde students and their education. As a directorate we manage student support in relation to disability and wellbeing, learner development, student finance and funding and student conduct, to ensure a coherent and seamless student experience and effective administrative processes, working closely with wider Professional Services and Faculty colleagues both in Bahrain and in Glasgow.

The successful candidate will work closely with Student Experience colleagues in Glasgow to ensure close alignment of activities relating to student welfare and support and provide support to the Deputy Director and Heads of Services.



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Educated to Degree level and with experience working within a similar role, preferably within a college or university environment, you will have expertise in student welfare, disability and wellbeing support and managing complex student casework.

The University of Strathclyde, Bahrain is a socially progressive institution that strives to ensure equality of opportunity and celebrates the diversity of its student and staff community. Strathclyde is people-oriented and collaborative, offering supportive working culture with a deep commitment to our equality and diversity.

We strongly encourage applications from candidates of all backgrounds, including women, minorities, and individuals with disabilities.

Join us and be part of a legacy of excellence and innovation.

Job Description

Brief Outline of Job:

Working under the direction of the Deputy Director of Student Experience and working closely with the Heads of Wellbeing, Disability and Advice & Support, the post-holder will perform a critical role in supporting and delivering an excellent student experience.

You will manage, direct and oversee the delivery of an outstanding student experience across areas of Student Welfare & Support on Bahrain campus, identifying opportunities for alignment and integration to ensure seamless access to and across high quality services for students based in Bahrain. These include:

- Disability/support for People of Determination
- Wellbeing and Mental Health Support
- Student Conduct & Support
- Learner Development
- Student Funding and Financial Support

In collaboration with the Deputy Directors of Student Experience and Heads of Service, and aligned with the institution's safeguarding framework, you will deliver on a range of strategic initiatives that build capacity to respond to serious incidents affecting students.

This is a busy and varied role, and the post holder should be a motivated self-starter, capable of working independently and committed to working collaboratively with a range of colleagues across the Faculties, and with Strath Union and Professional Service colleagues in Glasgow.



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Main Activities/Responsibilities:

1. Liaise with Student Experience Services and Teams in Glasgow to ensure equity of student experience and access to support services, developing Bahrain-specific approaches to welfare and support where appropriate.
2. Develop successful partnerships with external agencies to support students in crisis and in matters where onwards referral to other organisations is required.
3. Support Faculty colleagues with expertise in a broad range of issues associated with student welfare and support.
4. Together with the Deputy Directors of Student Experience, manage the Directorate's role in policies and processes relating to student conduct, including but not limited to Non-Academic Discipline, Fitness to Study, Criminal Conviction Declarations, liaising and working in collaboration with Professional Services teams, Faculties, Departments and Strath Union to achieve appropriate and proportionate responses to cases and robust and consistent practice.
5. In liaison with the Deputy Directors of Student Experience and other Heads of Service, play a key role in responding to crisis/ serious incidents affecting students and/or service delivery. This can include incidents involving distressed students, gender-based violence, and where there are welfare concerns for a student.
6. Develop and manage support mechanisms for students with disabilities, in liaison with Disability Services based in Glasgow.
7. Working with the Head of Student Advice & Support (Glasgow), introduce guidance on other support provisions e.g. learner development as relevant to the Bahrain context.
8. Work closely with faculties, professional services, directors, other senior university colleagues and external partners to devise, lead and support key strategic policies and projects in support of university objectives.
9. Manage a student caseload and provide on-going support to students presenting with mental health issues, long term health conditions and/or other disabilities e.g. mental health issues and sensory impairments.
10. Maintain confidential case notes and other relevant information using a bespoke in-house system for statistical purposes and service development.
11. Provide advice to disabled students and applicants about required support within a legislative context, conduct learner needs assessments and identify essential support.
12. Make decisions on the 'reasonableness' of specific provision for disabled students within the context of the UK Equality Act 2010 and other relevant legislation.
13. Carry out Risk Assessments with certain students and attend regular Risk Assessment meetings.



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14. Undertake other duties as required and appropriate to the grade and content of the post as requested by the Directorate and the University.

Person Specification

Educational and/or Professional Qualifications

(E=Essential, i.e. a candidate must meet all essential criteria to be considered for selection, D=Desirable)

Bachelor's degree in related field or significant relevant experience.

**Essential/
Desirable**

Essential

Postgraduate qualification in a relevant area

Desirable

Experience

Experience of managing student services in a further or higher educational institution

Essential

Demonstrable success in building effective working relationships and partnerships with key internal and external parties

Essential

Experience and high-level expertise in managing the risks associated with complex student casework, including issues of safeguarding and welfare, and any related impacts including liaison with external agencies e.g. emergency services, social work.

Essential

Experience of managing change and ability to plan and shape the direction of specialist or professional areas of activity

Essential

Job Related Skills and Achievements

Proven ability in designing, delivering, and reviewing excellent customer/student services that are both internally and externally facing

Essential

Excellent skills in building strong working relationships, and in effectively networking with a range of internal and external stakeholders with the ability to lead, negotiate, persuade and influence

Essential

Strong bank of knowledge of current issues, topics and legislative requirements relevant to student welfare and support in Higher Education

Essential

High-level analytical and problem-solving capability with the ability to instigate new and innovative approaches and facilitate team problem solving

Essential

Ability to independently and confidently make time-sensitive decisions on matters pertaining to student conduct, support, wellbeing and safeguarding.

Essential



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Personal Attributes

Ability to negotiate and work within appropriate professional boundaries and to manage difficult, serious and often highly charged situations with confidence and resilience.	Essential
Sound judgement, integrity and commitment to enhancing the student journey and experience	Essential
Empathy for students and for the academic endeavour more generally	Essential

Application Procedure

Applicants should visit [Strathclyde's vacancies portal](#) and complete an application form including the name of three referees who will be contacted without further permission, unless you indicate you would prefer otherwise. Applicants should also submit a Curriculum Vitae (CV) and a covering letter detailing the knowledge, skills and experience you think make you the right candidate for the job.

Note: University of Strathclyde Bahrain encourages the recruitment of disabled and neurodivergent candidates. If you need any reasonable adjustments during the recruitment process, please let us know. You are welcome to submit a paper application or a CV instead of the online application form by contacting us at recruitment@strath.ac.uk

Other Information

Informal enquiries about the post can be directed to Dr Stephanie McKendry, Deputy Director Student Experience (Stephanie.McKendry@strath.ac.uk).

Rewards and Benefits

Our comprehensive benefits package, including generous annual leave, family-friendly benefits, and a commitment to continuous learning, reflects our appreciation for the valuable contributions of our colleagues.

We understand that each staff member has unique priorities and lifestyles, so our diverse benefits ensure there are benefits designed to suit everyone.

- **Financial Rewards:** We provide attractive financial packages, including competitive salaries and relocation support for employees.
- **Work-Life Balance:** We are dedicated to enhancing healthy work-life balance for our employees.
- **Family Friendly Benefits:** We offer a variety of enhanced family-friendly benefits to support our employees in balancing work and family responsibilities.



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- **Career Development:** Our commitment to personal development is reflected in initiatives such as professional courses, subsidised educational programs, coaching and mentoring, leadership development, and access to our library.
- **Health & Wellbeing:** We place high importance on the safety, wellbeing, and health of all our staff.

Probation

Where applicable, the successful applicant will be required to serve a 3-month probationary period.

Relocation

Where applicable, the University offers a relocation package to support new employees who meet the eligibility criteria. The relocation package is offered as a contribution towards costs incurred, and is designed to be flexible, allowing staff to use the financial support available in the way that will be most helpful to them.

Equality and Diversity

The University of Strathclyde, Bahrain is a socially progressive institution that strives to ensure equality of opportunity and celebrates the diversity of its student and staff community. Strathclyde is people-oriented and collaborative, offering a supportive working culture with a deep commitment to equality, diversity, and inclusion.

We strongly encourage applications from candidates of all backgrounds, including women, minorities, and individuals with disabilities.

University Values

The University's Values capture what we're all about: who we are, what we believe in and what we stand for. [Our Values](#) have been derived from how we act and how we expect to be treated as part of Strathclyde.

In delivering **our People Strategy**, we will contribute, act, and make decisions guided by these values.

- **People-oriented:** committed to our staff and students, providing opportunities, and investing in their development.
- **Bold:** confident and challenging in what we do, and supportive of embracing appropriate and managed risk in our decision-making.
- **Innovative:** focused on discovering and applying knowledge with impact and encouraging creative thinking and new ideas.



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- **Collaborative:** working together, with our colleagues and external partners, with integrity and in an open, respectful way.
- **Ambitious:** for our institution, staff and students as well as supporting the ambitions of our partners.