

Head of the Harassment and Violence Support Service

Education Services; Student Support

Closing date: 27 April 2025

Job Reference: AW45566



Head of the Harassment and Violence Support Service

Salary:

£62,728—£66,537

Contract:

Fixed term for 12 months or the return of the post holder, whichever is sooner

Location:

Central Cambridge

Department:

Education Services:
Student Support

Responsible to:

Deputy Head of Education Services

Purpose of the role

- The role is based in the newly formed Student Support Division of Education Services. Reporting to the Deputy Head of Education Services with responsibility for this brief, the Head of the Harassment and Violence Support Service (H&VSS) will lead a small team in the provision of specialist, impartial advice, emotional and practical support and policy guidance to any student within the collegiate University who has been subjected to any form of sexual harassment/violence, domestic abuse or any form of racial harassment, discrimination or violence.
- The Head of this Service will be responsible for the oversight, development and delivery of the Service, leading the team to ensure students receive a confidential, responsive and reliable service in the provision of trauma-informed, individualised and impartial advice, support and guidance for all matters relating to sexual harassment/violence, domestic abuse and racial harassment, discrimination and violence.
- The Head will work across the institution and will forge and sustain partnerships with external agencies to influence, develop and enhance the support available to students across the institution. The Service will also provide consultative advice and support to any staff member supporting a student in matters relating to sexual harassment or violence.
- The post holder will need to be acutely aware of the collegiate University context in which this Service is being delivered and operate sensitively and adeptly within this context.



Head of the Harassment and Violence Support Service

Key responsibilities

Casework

- Managing an individual caseload and supporting team members where severity/ complexity dictates more senior intervention is required;
- Forming part of a flexible multidisciplinary team with other student support services/ personnel in the Division and in the Colleges to support and manage individual student casework.

Risk assessment

- Assessing and managing risks both in terms of supporting individual students whose personal safety is deemed to be at high risk and also acting as a specialist source of advice for cases which pose potential or actual reputational risk; involving and collaborating with relevant colleagues to manage and deescalate risks as required.

Service development

- Leading on the continued embedding of the role of Racial and Religious Discrimination Adviser. This involves service development and implementation, communications with stakeholders across the collegiate University and ongoing strategic policy work to ensure this new role is embedded in the University and to inform strategic decision-making involving areas of vulnerability such as racial and religious discrimination and sexual harassment/violence and domestic abuse. This important area of work is a key strategic priority for the University.

Staff liaison, support and advice

- Continuing to embed and develop the Sexual Harassment and Violence Adviser Liaison role within the Colleges.
- Forming part of a flexible multidisciplinary team with other student support services/ personnel in the Division and in the Colleges to support and manage individual student casework, including advising on management of cases of students affected by sexual harassment/violence, domestic abuse, and racial and religious discrimination/ harassment.
- Supporting staff who support students in this area including running reflective practice groups.
- Working closely with colleagues to develop and enhance the Responding to Harassment, Discrimination and Violence Network to support cross institutional collaboration and to facilitate good practice sharing.

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Prevention, early intervention and cultural change

- Leading on the University's prevention and support agenda for sexual harassment and violence. Leading on activities/programmes to develop institution-wide best practice resources to support prevention, early intervention and cultural change in the area of sexual harassment and violence, including: working with key stakeholders such as Colleges, Faculties and Departments, OSCCA and Cambridge Students' Union to design, co-create, coordinate and deliver training/workshops for students and staff on matters relating to sexual harassment and violence.
- Leading awareness raising campaigns to support prevention and early intervention; overseeing content of online materials relating to the Service; and collaborating with the new Head of Student Wellbeing on any relevant prevention, early intervention and cultural change activities.

Strategy and policy development

- **Leading on and contributing to the continued development, embedding and monitoring/evaluation of the initiatives relating to E6, the Office for Students condition of registration for harassment and sexual misconduct, via the University's E6 Steering Group and related sub-groups.**
- Leading on and contributing to policy development relating to the University's agenda for the prevention of and to support those affected by sexual harassment/violence and domestic abuse.
- Collaborating with colleagues across Education Services and the Colleges to ensure collegiate University policy is informed by sector best practice and the experiences and feedback of students supported by the Service; leading the national HEI network of Sexual Harassment and Violence Support Services.
- Representing the University in key community areas such as on the County Council Domestic Abuse and Sexual Violence Partnership Strategic Board.
- Leading on and contributing to the development, design, communication and embedding of the new Racial and Religious Discrimination Adviser role within the collegiate University.

Stakeholder engagement

- Developing and maintaining constructive, collaborative and effective working relationships at all levels across the collegiate University, particularly across the Colleges;
- Developing and nurturing links with relevant external agencies to develop and enhance the support available to students;
- Actively reporting on and presenting the Services' activities to relevant stakeholders and governance bodies as required; raising awareness of the Service and enhancing institutional literacy of the issues relating to sexual harassment and violence;
- Supporting staff who support students in this area including running reflective practice groups;
- Working closely with colleagues to develop and enhance the Responding to Harassment, Discrimination and Violence Network to support cross institutional collaboration and to facilitate good practice sharing.

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Line Management

- Developing and managing the team;
- Setting clear direction for the Service and clarifying the vision/purpose and aligning ways of working to match;
- Motivating and coaching direct line management reports;
- Demonstrating enhancement of individual and team performance through giving clear direction, guidance and feedback, and undertaking formal performance appraisals for direct reports on an annual basis.

Service Performance

- Collecting and reporting aggregated data and management information on service need/demand and casework as required to inform and influence institutional strategic decision making;
- Working with the Programme Manager coordinating implementation of the Strategic Review of Mental Health Provision and colleagues across Education Services, Faculties, Departments and the Colleges to develop and regularly report on KPIs for the Service in order to assess/evaluate Service performance and student satisfaction/outcomes;
- Undertaking regular reviews of Service provision in order to adapt, enhance and develop the Service to ensure the needs of students continue to be met and the Service continues to align with the collegiate University's strategic vision and goals.

Implementation of the Strategic Review

- Working with the Programme Manager and other colleagues to lead and/or contribute to any workstreams of the Review that are relevant to the Sexual Harassment and Violence Support Services' remit.

Person specification

	Essential	Desirable
Experience		
Significant experience of working in a service to deliver 1:1 support, advice and guidance to students who have experienced sexual harassment/violence and domestic abuse with a trauma-informed and empowerment-centred approach and with a demonstrable understanding of the impact of and dynamics surrounding sexual harassment/violence and domestic abuse	✓	
Experience of working in a service that delivers 1:1 support, advice and guidance to adults who have experienced racial harassment, discrimination and violence	✓	
Significant experience of stakeholder liaison and management in the context of providing sexual harassment/violence and domestic abuse support services to students in an HE setting	✓	
Experience of leading or influencing policy, strategy and decision making	✓	
Experience of service management and development	✓	
Knowledge of the range of local services available in Cambridge when external referral is required	✓	
Understanding of safeguarding issues, risk assessment and relevant legal responsibilities in relation to sexual harassment/violence and domestic abuse	✓	
Knowledge of relevant legislation and UK legal processes in relation to sexual harassment/violence and domestic abuse	✓	
Providing direction, support and guidance to internal and external stakeholders in an HE setting	✓	
Working as part of a multidisciplinary team	✓	
Maintaining highly personal and sensitive records to a high professional standard.	✓	
Designing and delivering training	✓	
Working in a higher or further education institution, or similar		✓
Leading a high-performing team		✓
Leading a service which provides support to those who have been subjected to sexual harassment/violence and domestic abuse, including providing line management and case supervision for a team of advisors		✓
Experience of leading or influencing policy, strategy, decision and delivery of change initiatives		✓

Person specification

	Essential	Desirable
Skills		
Excellent interpersonal and communication skills, with a warm and empathic style	✓	
Excellent interpersonal effectiveness skills, and ability to build effective working alliances	✓	
Evidenced ability to assess risk and to make sound judgements and decisions based on that assessment	✓	
Ability to establish and maintain personal and professional boundaries	✓	
Emotional resilience to work calmly under pressure, containing anxiety in self and others	✓	
A positive and flexible approach to problem solving	✓	
Education		
First-degree educated or equivalent professional qualification / experience	✓	
Accredited Independent Sexual Violence Advisers (ISVA) qualification or equivalent qualification/experience	✓	

Behavioural Attributes

This section summarises the behavioural attributes (or competencies) that we expect the role holder to be able to demonstrate, at what level and whether this is an essential or desirable requirement.

Full definitions are at: <https://www.hr.admin.cam.ac.uk/policies-procedures/behavioural-attributes>.

Please review these and provide specific examples in your application of how you have demonstrated these attributes in your work, education or other experience. It will assist your application if you explain the situation, what you did and what the outcomes were.

Attribute	Level
Valuing Diversity	A
Achieving Results	B
Communication	B
Innovation and Change	B
Negotiating and Influencing	B
People Development	B
Relationship Building	B
Strategic Focus	B

Education Services



Education Services sits within the Academic Division of the University's Unified Administrative Service (UAS). Education Services comprises the following teams:

- Admissions & Access (Including Cambridge Admissions Office and Postgraduate Admissions Office)
- Student Support (Including Accessibility & Disability Resource Centre, Student Counselling Service, Mental Health Advice Service and the Harassment and Violence Support Service)
- Cambridge Centre for Teaching and Learning
- Education Quality and Policy Office
- Student Operations (Including Student Registry, International Student Office,
- Office for Student Conduct, Complaints & Appeals)

These Departments are supported by the SSC Support Team which delivers a shared service

in the following areas:

- Financial Administration
- Human Resources support, including recruitment administration
- Reception and Facilities Management
Health and Safety

About the UAS

The University's UAS works in partnership with Schools, Faculties and Departments, providing core professional and administrative services in support of Cambridge's academic and charitable mission. They also offer a range of expertise and skills that help support the development and implementation of policy across a number of functional areas.

The UAS comprises the Academic Division, Estate Management Division, Finance Division, the Health Safety and Regulated Services Division, and the Registry's Office.

The UAS is led by the Registry. Other important central offices include Development and Alumni Relations, the Office of External Affairs and Communications, University Information Services, and the Legal Services

Terms of appointment

Tenure and probation

Appointment will be made on a fixed-term basis of 12 months or the return of the postholder.

This appointment is to provide temporary cover during the absence of another member of staff on maternity leave.

Appointments will be subject to satisfactory completion of a probationary period of nine months.

Hours of Work and Working Pattern

The hours of work for the position are full-time working Monday – Friday. We welcome applications from individuals who wish to be considered for part-time working or other flexible working arrangements.

Pension

You will automatically be enrolled to become a member of USS (Universities Superannuation Scheme) – a defined benefits pension scheme. For further information please visit:

www.pensions.admin.cam.ac.uk

Annual leave

Full time employees are entitled to annual paid leave of 41 days inclusive of public holidays. For new part-time employees, annual leave will be pro rata'd based on days worked.

General information

Pre-employment checks

Right to work in the UK

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

Health declaration

Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

Qualifications

The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

References - offers of appointment will be subject to the receipt of satisfactory references.

Screening Checks: This role requires an enhanced Disclosure and Barring Service (DBS) check. Any offer of employment we make to you

will be conditional upon the satisfactory completion of this/these check(s); whether an outcome is satisfactory will be determined by the University.

Information if you have a disability

The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment. Information for disabled applicants is available at <http://www.admin.cam.ac.uk/offices/hr/staff/disabled/>

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time. If you prefer to discuss any special arrangements connected with a disability, please contact, the Department Administrator, who is responsible for recruitment to this position.

The University

The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.

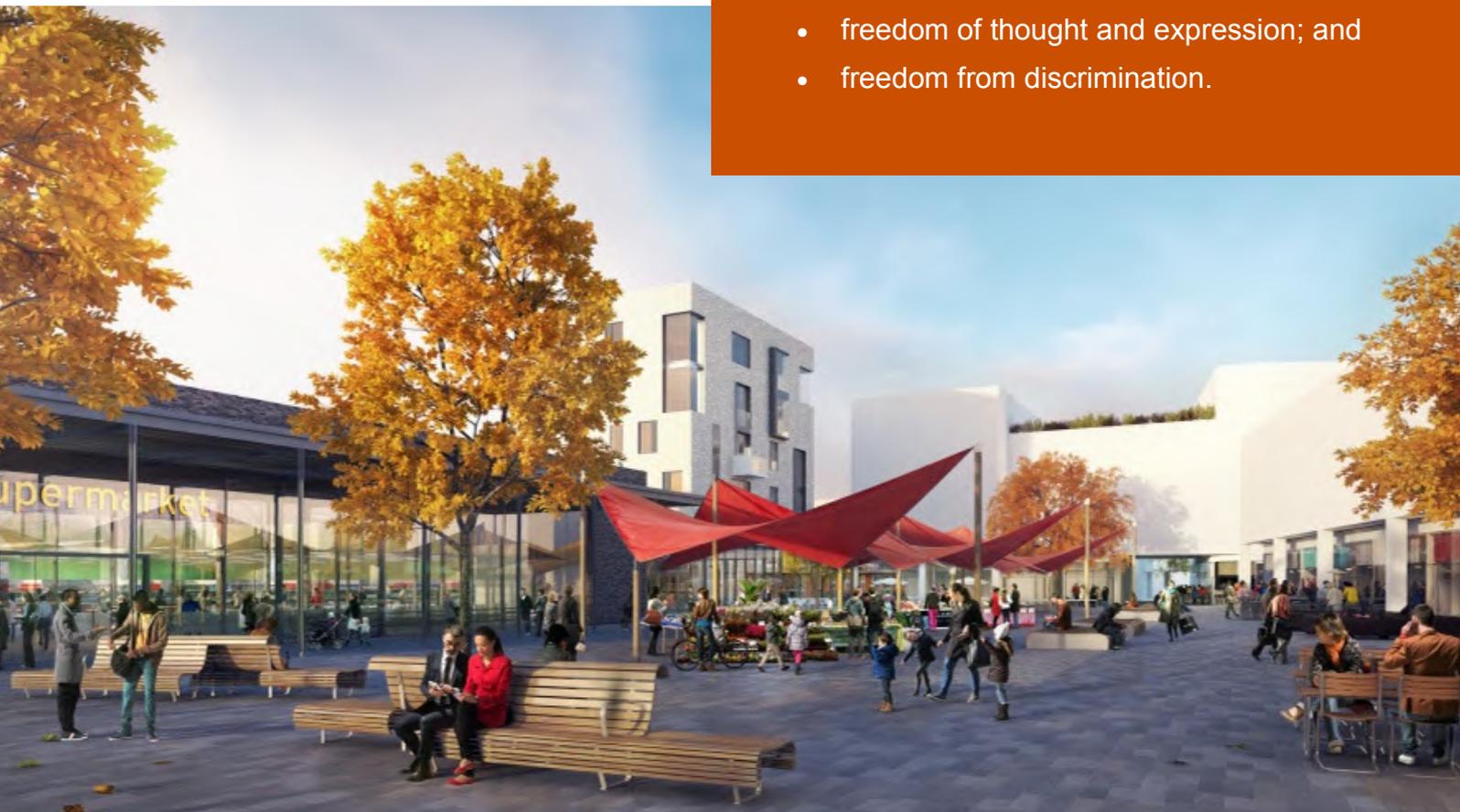
Our sustained pursuit of academic excellence is built on a long history of first-class teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world's leading universities in an increasingly competitive global higher education sector. Today the

University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people.

Our capital investment projects include the West Cambridge site, the North West Cambridge development and the growth of the Biomedical Campus in the south of the city. The North West Cambridge development includes the opening of a primary school – the first in the UK to be managed by a University. So we are deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and
- freedom from discrimination.



About us

The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.

The University has an annual income of £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit students, provide student accommodation and

deliver small group teaching.

The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching and conducting research.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an

“Cambridge graduates and researchers have made – and continue to make – a colossal contribution to human knowledge and the understanding of the world around us. Their work touches on the lives and livelihoods of everyone from patients diagnosed with life-threatening diseases, to residents of areas critically affected by climate change, to children growing up in conflict zones. It has a lasting impact on our society, our economy and our culture: the world is truly a better place thanks to their efforts.”

Stephen Toope, Vice Chancellor 2019



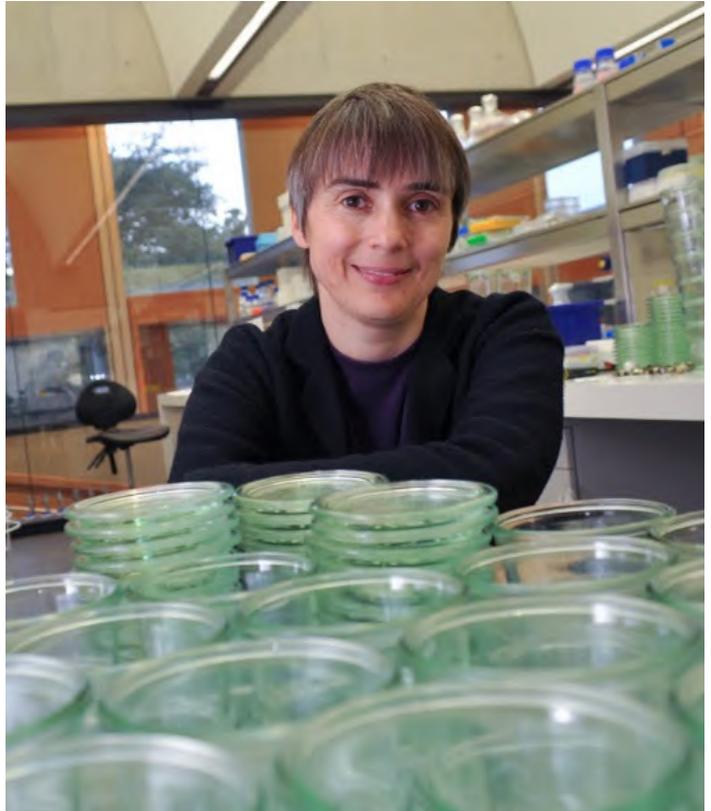
Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 18,000 students and over 16,000 staff from all walks of life and corners of the world.

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels.

We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment.

The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer



Equality & diversity

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity networks for women, black and minority ethnic and lesbian, gay, bisexual and transgender staff. More details are available here: <http://www.equality.admin.cam.ac.uk/>

The University has a bronze Race Equality Charter award, with framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's Athena SWAN award recognises and celebrates good practice in recruiting, retaining and promoting

Living in Cambridge

Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances At the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the [Visit Cambridge](#) website.

If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.



Relocation Support

The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit <https://www.accommodation.cam.ac.uk/>. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of staff with the costs

Accommodation Service

The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit <https://www.accommodation.cam.ac.uk/>

What Cambridge can offer

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work.

The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a career break scheme for academic and academic-related staff, with additional flexible working policies for all other staff.

Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings. Payroll giving is also a simple, tax-efficient way



for employees to make monthly donations to charity.

CAMBens employee benefits

We offer a CAMBens scheme for University employees, providing access to online and in-store shopping discounts and cashback. With more than 2,000 participating retailers, employees can save money on a wide range of household expenses, from groceries and clothes, to holidays and insurance and much more. A range of local discounts are also available, helping employees to save money whilst also supporting local Cambridge businesses and a CAMBens Cycle to Work salary sacrifice scheme is also available, which enables employees to save money on transport costs. A 10% discount rate on the purchase of train season tickets, bulk buy tickets and an interest free travel to work loan are also available for staff of the University.



What Cambridge can offer

Family-friendly policies

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay and emergency family care support via My Family Care.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high quality holiday Playscheme may be available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here:

<https://www.childcare.admin.cam.ac.uk/>

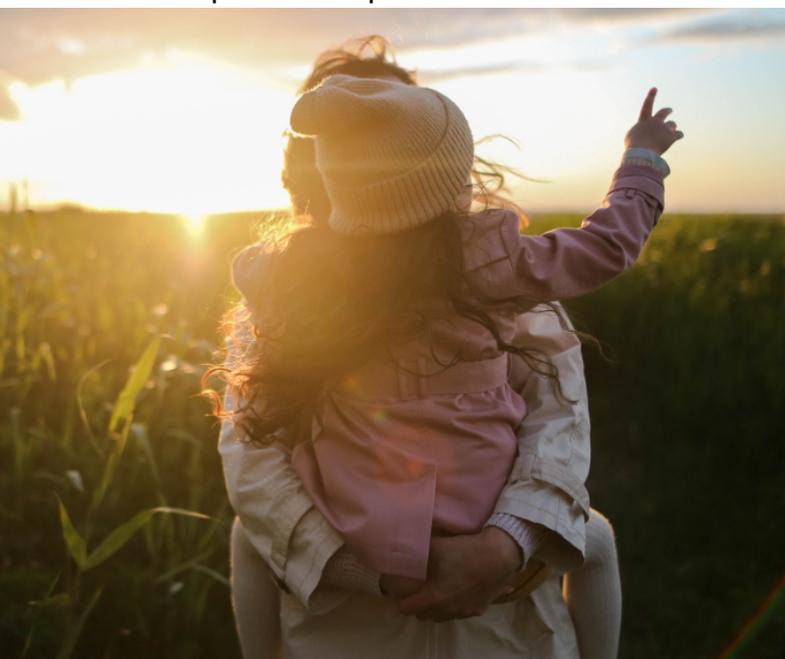
The Newcomers and Visiting Scholars Group is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people. The Office of Postdoctoral Affairs supports the postdoctoral community within Cambridge. Further details are available here: <https://www.opda.cam.ac.uk/>

Your wellbeing

The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. There are many societies in Cambridge catering for almost every taste and interest. Whether you want to take part in a sport, participate in music or drama, pursue a hobby, or join a political group, you will almost certainly find that a society exists for this purpose. The University also hosts the [Cambridge Science Festival](#) and [Cambridge Festival of Ideas](#), as well as [Open Cambridge](#) weekend, which together attract over 50,000 visitors per year. The festivals are a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

Development opportunities

We support new employees to settle in through various activities. The encouragement of career development for all staff is one of the University's values and we put this into practice through various services and initiatives. Our Personal and Professional Development Department provides development opportunities and courses for all University employees. These include face-to-face sessions, online learning modules and webinars. Employees may also apply for financial support to undertake training that will lead to a qualification. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. The CareerStart@Cam programme also supports employees in assistant staff roles who do not hold higher education qualifications to develop their skills, experience and qualifications.



How to apply

Applications should be submitted online via the University of Cambridge jobs page www.jobs.cam.ac.uk by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

Conversations about flexible working are encouraged at the University of Cambridge. Please feel free to discuss flexibility prior to applying (using the contact information below) or at interview if your application is successful.

Informal enquiries are welcomed and should be directed to:

Amy Thompson: amy.thompson@admin.cam.ac.uk

If you have any queries regarding the application process please contact Student Services Recruitment Team (sscjobs@admin.cam.ac.uk.)

The closing date for applications is: 27 April 2025

The interview date for the role is: 08 May 2025



UNIVERSITY OF
CAMBRIDGE