



## **Deputy Director of Student Affairs (DASA)**

**HEC Paris, the world-renowned French Business School, has engaged our services for the recruitment of an outstanding individual for the position of Deputy Director of Student Affairs (DASA).**

Founded in 1881, HEC is a chamber of commerce higher education institution employing 107 researchers and 58 associate professors. More than 4,400 students are currently enrolled on one of their courses and the school's executive education centre trains nearly 8,000 senior managers and company directors each year.

<http://www.hec.fr/>

To further develop the quality of HEC's student experience, the school wishes to employ a new member of staff for this role.

The future Deputy Director of Student Affairs (DASA) will be a key member of the Student Affairs Executive Office, managing various departments and working closely with the Vice-Dean. The successful candidate is expected to be a highly operational manager, in charge of setting up, implementing and managing the school's student experience strategy.

### **As part of these duties, the Deputy Director will be responsible for:**

- Actively contributing to the structure, organisation and running of the Student Affairs Executive Office with a view to transforming and developing the HEC student experience;
- Co-managing student services that provide innovative and effective solutions for optimal customer satisfaction;
- Managing and organising the development of student services and resources.

The Deputy Director will work with an ongoing focus on the efficient organisation of the resources in the departments s/he runs, on the quality of the student experience and on ensuring the satisfaction of students and alumni. Beyond these duties, the DASA will provide invaluable day-to-day operational support to the Vice-Dean.

### **I. Job purpose and main duties:**

#### **1. Promote and manage the deployment of the strategy for the Student Affairs Executive Office:**

- Under the leadership of the Vice-Dean and supported by the teams s/he manages, develop projects and action plans to enable the deployment of the school's strategy with regard to Student Affairs;
- Organise and manage the execution of these projects and action plans;
- Provide positive support for other departments in the school;
- Recommend KPIs that measure the achievement of the business objectives for Student Affairs;
- Manage the deployment of these indicators and ensure they are measured correctly.

#### **2. Organise, develop and manage the Student Affairs Executive Office team:**

- Manage the existing team members, support their professional development and understanding of what is expected of them in their roles;
- Supervise / support the team members to help them put into perspective the importance of their individual roles within the scope of the Office's mission;
- Improve the running of the Office to offer a higher quality and more efficient level of service;
- Develop systematic processes for smoother operations;
- Recommend organizational adjustments to improve the running and quality of services.

### 3. **Build a service-oriented culture of innovation and collaborative project work to support the development of the school:**

- Develop a HEC-specific service-oriented culture that successfully supports student experience initiatives so they are shared by staff and promoted throughout the school;
- Contribute to the development of innovative services that benefit the HEC student community;
- Work closely with all other departments throughout the school;
- Contribute directly to the continuity of services provided;
- Manage emergencies with the support of appropriate resources in order to deal with any exceptional situations that may arise in a composed and professional manner.

### II. **Person specification:**

- Educated to degree level, the new Deputy Director of Student Affairs will have ideally had a successful previous experience in a similar position, in HR or in support services in higher education or service organisations employing a highly skilled workforce;
- Experience of, or excellent knowledge of higher education in general, and of Business Schools in particular;
- Highly developed intercultural skills and extensive international experience essential;
- Experienced operational manager, with a successful track record in project management and HR along with experience in a context of change management;
- Excellent interpersonal and written/oral communication skills;
- Bilingual French/English;

### III. **Desirable personal qualities:**

- Ability to develop a strategic vision in a context of change
- Service-oriented culture with a strong commitment to customer satisfaction and providing a high-quality end-user experience
- Strong leadership skills; able to motivate and lead others in transformation projects, strong team spirit, ability to take initiatives and make recommendations, inspires collaboration, pragmatic;
- Rigorous, structured, good at organising others and organised
- Determined and highly persuasive
- High personal and professional integrity, and respect for the values framework of the school
- Global mindset

### **Job details:**

- The new Deputy Director will be expected to take up their appointment as soon as possible.
- Full-time management contract, with a 4-month probationary period.
- Remuneration package in line with the successful candidate's profile.

### **Recruitment process:**

Please email your application to: [recrutement@headway-advisory.com](mailto:recrutement@headway-advisory.com)

Following a series of interviews with the **HEADway** recruitment consultants, shortlisted candidates will be invited to attend further interviews with the HEC senior management team.

<b>Ref</b>	HEC-DASA
<b>Date de dépôt</b>	09-10-2018
<b>Date de prise de poste</b>	Dès que possible
<b>Catégorie</b>	Top Management / Dean
<b>Statut</b>	Close

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