



TOBAGO HOSPITALITY AND TOURISM INSTITUTE

Job Title: Dean - Student Services

Revised: July 23rd 2025

Position Number: 301

Department: Student Services

Reports to: Chief Executive Officer

Approved by: Board of Directors

Date: February 23rd, 2024

1.0 JOB SUMMARY:

The Dean - Student Services provides leadership and overall direction in a broad range of student support services and operations.

Work involves oversight of the registration, admissions and recruiting processes, career advisement, student life and co-curricular activities, student housing, immigration matters, student engagement and counselling, and the management of student records and databases. The position collaborates with the academic services, other key executives and support personnel to continuously improve services for students and to foster, maintain and build close relationships with students throughout their sojourn at the Institute.

2.0 DUTIES & RESPONSIBILITIES:

- 2.1. Develops and prepares an annual Student Services Plan, strategies and budget consistent with the overall organisational strategic and business plan.
- 2.2. Oversees the student administrative process and programmes, inclusive of admissions, registration, career guidance and general student services.
- 2.3. Plans, implements, monitors, reviews and reports on the student services, programmes and projects, including the formulation and management of an appropriate budget.
- 2.4. Develops, implements and manages the student services policies and procedures.
- 2.5. Advises students on all educational and personal developmental matters.
- 2.6. Monitors student performance, analyses problem areas, determines solutions and conducts interventions where necessary.

- 2.7. Identifies and resolves student concerns, coaches and devices useful strategies in order to meet students' educational goals.
- 2.8. Oversees the records management for students' information.
- 2.9. Develops strong relationships with Faculty and staff that provide student support services and resources.
- 2.10. Coordinates the student orientation programmes.
- 2.11. Provides activities related to student awareness and success.
- 2.12. Facilitates student residential accommodation.
- 2.13. Oversees the management of performance of staff under his/her supervision and provides and facilitates the coaching, training and career development where necessary.
- 2.14. Ensures the implementation of accreditation standards as outlined by the Accreditation Council of Trinidad and Tobago (ACTT).
- 2.15. Any other job-related duties assigned by his/her immediate Supervisor/Manager or duly authorised officer

3.0 COMPETENCIES

3.1. CORE COMPETENCIES

- Integrity
- Collaborating With Others
- Quality
- Student Centered Focus

3.2 TECHNICAL

- Strategic Management and Budgetary Planning
- Knowledge and expertise in the field of student services management.
- Ability to establish and maintain effective working relationships with work colleagues, students, and industry stakeholders.
- Ability to foster and promote customer service orientation toward a diverse student body
- Communication and Active Listening
- Ability to solve student disciplinary issues.

- Ability to create an enhanced learning environment for students.
- Report writing skills: Being analytical and data-driven
- Cultural awareness and sensitivity
- Strong commitment to education, with counselling and/or coaching skills
- Excellent organisational and time management skills.
- Confidentiality
- Must be proficient in Microsoft Office Suite and Google application & business suite.
- Customer focused acumen and orientation

3.3 LEADERSHIP COMPETENCIES

- Strategic Leadership
- Managing Resources
- People Leadership
- Business Acumen

4.0 QUALIFICATIONS & EXPERIENCE:

- 4.1 Post graduate degree in education or related field from a recognised tertiary educational institution.
- 4.2 Qualifications and experiences in counselling and psychology and social work would be an asset.
- 4.3 At least ten (10) years' experience at a higher educational institution.

5.0 KEY RELATIONSHIPS:

- 5.1. Reports to: Chief Executive Officer
- 5.2. Works with: Academic Services, Information Technology Department, All Heads of Departments, Counsellors and students
- 5.3. Communicates with: Key stakeholders relevant to the job position, including graduates, potential students, and other external customers, the Accreditation Council of Trinidad and Tobago (ACTT) and the

- Academic and Education Committee of the Board of Directors of the THTI and GATE Administrators.
- 5.4 Direct Reports: Registrar, Coordinator –Student Life, Clerical Assistant and Driver – Student Shuttle
- 5.5 Indirect Reports: Heads of Departments, Academic Sub-Committee of the Board of Directors, ACTT, Registrar, Coordinator - Student Life, Clerical Assistant - Student Services, Driver

6.0 SUPERVISORY RESPONSIBILITIES:

- Conducts performance appraisals/evaluations by interviewing and assessing staff and reviewing work performance for adherence to work standards.
- Supervises staff in the performance of duties by providing instructions, guidance, advice, training, and coaching, and serving as an escalation point for complex tasks.
- Manages the availability of human resources by recommending applications for leave (e.g., vacation), and monitoring the absences of employees by reviewing leave reports etc.
- Hiring/Staffing Decisions: Employees to be hired for the Department.
- Matriculation Decisions: Students meeting the matriculation requirements for the Programme will be accepted.
- Performance Decisions: Staff performances
- Expenditure Decisions: The distribution of funds amongst items to be expended.

7.0 ACCOUNTABILITIES/OUTPUTS:

OUTPUTS	
OUTPUTS	HOW OFTEN
Student Services Budget and Work Plan	Annually
Provides support to students in the enrollment process, problem solves, improves services	Every semester

Provides direction and supervision on Counselling and general advisement. Coordinates students accessing counselling services, through the organisation's Employee and Student Assistance Programme	As required
Reviews data, provides analysis and makes recommendations to ensure continuous improvement: Example Full headcount of students, Add/drop data, deferrals, Student success, student satisfaction rates, graduation rates, transfer rates	Every semester
In collaboration with Academic services reviews student progress as gauge for future enrollment, transfer preparation and graduation	Every semester
Works with their immediate supervisor on maintaining of the provision of activities to fulfil co-curricular aspects of student life	
Oversees the management of the Student Council in liaison with the Coordinator-Student Life. Oversees coaching and mentoring of students in developing leadership and entrepreneurial skills	Monthly
Reviews and resolves student grievances and complaints	As required
Preparation of Student Services Reports	Monthly
Preparation for Academic Committee Meetings	Monthly
Attending meetings	Weekly and Monthly
Recommendations, guidance and expert advice on student related matters to staff under supervision	Daily
Review and response to correspondence/enquiries	Daily

8.0 CHANNEL & MODE OF COMMUNICATION:

8.1 CHANNELS OF COMMUNICATION

In the line of duty, a wide range of communication channels is utilised. These include:

- Face-to-face conversations
- Videoconferencing
- Audio conferencing
- Emails
- Written letters and memos
- Chats and messaging
- Formal written documents
- Virtual Meetings
- Online applications

8.2 MODES OF COMMUNICATION

- Interpretive Communication
- Interpersonal Communication
- Presentational Communication
- Linguistical or Alphabetic Communication
- Gestural Communication
- Aural Communication
- Visual Communication
- Spatial Communication
- Multi-modal Communication

9.0 PHYSICAL AND MENTAL STRAIN

MENTAL DEMANDS

- Requires high concentration on the computer and similar devices.
- Regularly required to make academic decisions on the use of technology; students' lesson plans; grading system, promotion of students etc.
- Regularly manages tight deadlines brought about by project demands
- Regularly coordinates and performs simultaneous activities
- Regularly interrupted by persons and/or by telephone
- Regularly requires long periods of concentration while conducting research
- Regularly provides emotional support to others
- Regularly responds to immediate, urgent and unexpected requests from supervisors, customers, and/or other stakeholder

PHYSICAL DEMANDS

- Regularly works for an extended period of time in a seated position, sedentary work
- Regularly exposed to rays from computer monitors that may lead to eye strain
- Occasionally drives to complete work activities (e.g., conduct training programmes, student interaction)
- Occasionally walks to a significant degree between offices, Class locations and other operating sites
- Rarely lifts and moves heavy objects weighing more than 5kg

10.0 WORK ENVIRONMENT

- Exposed to radiation from the computer

11.0 ACCEPTANCE STATEMENT:

The Management of the Tobago Hospitality and Tourism Institute, reserves the right to amend this Position Description anytime as required.

I have read and fully understood the position description as stated and accept that any of the tasks may be modified or changed. I accept that I am to be governed by the duties of this job description and take responsibility for performing the functions as listed above, in accordance with performance measures relevant to this job description and the organisation's Strategic Plan.

This Position Description in no way states or implies that these are the only duties to be performed and I may be required to perform any other job-related duties assigned by the Chief Executive Officer or duly authorised officer.

My signature below indicates my acceptance of the same and my commitment to the performance of my duties at the Tobago Hospitality and Tourism Institute.

Employee's Name
(Please print)

Employee's Signature

Date