

ROYAL UNIVERSITY OF BHUTAN

POSITION PROFILE

1. JOB IDENTIFICATION

1.1 Position Title: Chief, Student Service Division

1.2 Position Level: 4

1.3 Occupational Group: Administrative & Technical

1.4 College/OVC: Office of the Vice Chancellor, Royal University of Bhutan

2. MAIN PURPOSE OF THE POSITION:

The Chief, Student Services Division shall be the head of the student service division, manage and oversee the overall management of student services in the University.

3. GENERAL ROLES AND RESPONSIBILITIES:

- 3.1 Provide strategic leadership and overall oversight of student services across the University.
- 3.2 Oversee the conduct of student selection and registration of students in an effective, efficient and in accordance with the policy
- 3.3 Provide guidance and administrative support to the Dean of Student Affairs in ensuring student welfare, care, and development.
- 3.4 Formulate and implement policies for providing a safe, inclusive and respectful environment for living and learning, in particular, shaping a high-quality residential experience for student in the University.
- 3.5 Coordinate with the academic advisor to establish a system/guideline of monitoring and supporting student learning
- 3.6 Develop and oversee structured mechanisms for resolving student issues, grievances, and disciplinary matters in a fair and timely manner.
- 3.7 Lead the development and implementation of student support services, including counseling, mental health, and career guidance frameworks at the Colleges.
- 3.8 Monitor, evaluate, and enhance the effectiveness of student services across the University using data, feedback, and quality assurance mechanisms.
- 3.9 Facilitate strategic collaboration with external stakeholders, including government agencies, employers, and professional bodies, to strengthen student development initiatives and internship programmes.
- 3.10 Promote student leadership, participation, and holistic development through University-wide initiatives, clubs, and co-curricular frameworks.
- 3.11 Coordinate and standardize student orientation, transition, and retention support programs across constituent colleges.
- 3.12 Maintain records of students for any kind of support and services both during and even after graduation of students
- 3.13 Carry out any other duties as may be assigned from time to time

4. KNOWLEDGE, SKILLS & ABILITIES (KSA) REQUIREMENTS:

4.1. Education: Bachelor's Degree

4.2. Experience: 10 years of experience in relevant field at professional position or equivalent.

4.3. Knowledge Skills and Abilities:

- 4.3.1. High level of technical knowledge in the area of responsibilities with ability to contribute to formulation of policies, strategies and strategic goals.
- 4.3.2. Leadership quality to garner support of different functional units and colleges.
- 4.3.3. Excellent inter-personal skills to garner full support from relevant officials both within and outside the University to deliver the outcomes in the area of responsibilities.
- 4.3.4. Ability to set strategic direction and make prompt decisions to ensure efficient and effective service delivery.
- 4.3.5. Sound knowledge of higher education systems and management, and able to contextualise the technical knowledge that befits tertiary education system.