

### **Job Description**

<b>Job Title:</b>	Student Engagement Officer (Insights & Enhancements)
<b>Salary Band:</b>	Band 2
<b>Working Hours:</b>	Full time – 35 Hours per week

#### **Overall purpose/accountabilities:**

Play a key role in enhancing all areas our students experience with the University of Sunderland in London throughout the student journey, providing high quality service.

Role modelling a student-centred approach oversee elements of team and operational delivery, as well as managing your own case load, focusing on ensuring the activities of the team have impact and support delivery of outcomes.

Supporting the team and the manager to ensure service provided anticipates and addresses the ongoing needs of our students. Supporting the quality and development of the service through our quality management framework and deliver on service improvement plans.

Working as part of our student support offer, providing a series of early interventions directly to students to address a variety of issues and concerns that affect our student body and ensure they are supported to continuously engage with their programme of study.

Always deliver and champion an excellent student experience and a high-quality service to all stakeholders.

#### **Reporting lines:**

This job reports to the Student Engagement Manager.

#### **Staff reporting to this job:**

No line management responsibilities.

Will be required to oversee elements of the work of staff within the Student Engagement Team, temporary staff and student roles as directed by the Student Engagement Manager.

#### **Main duties:**

Take responsibility for key areas of operational activity within the Engagement team including supporting the team to deliver effective support to students with attendance and progression.

Analyse key points within the students' journey and how these insights may have an impact on students' academic quality and progression. Analyse and interpret data within the Student Engagement department to help identify critical areas in a students' lifecycle.

Set up student focus groups, generate and administer feedback questionnaires and attend Student Staff Liaison Committees on behalf of the Student Engagement team to get feedback from students to help improve or develop current university procedures or systems.

Work with the Student Engagement Manager and other team members to generate monthly reports of key highlights/achievement, priorities, actions, challenges, and Key Performance Indicators on behalf of the Engagement team.

Using empathy and emotional intelligence work with students directly to identify and help address their needs to enable them to progress with their studies.

Deliver approachable and responsive student engagement activity as part of a team. Effectively use key data sets to deliver timely student engagement meetings and manage an associated case load that supports students at risk in an appropriate manner.

Support the Student Engagement Manager, and other colleagues as directed, with planning and delivery of enrichment sessions and events for the students to maximise students' engagement and participation.

Using a suite of data to effectively analyse student performance regarding attendance, academic engagement, adherence to external regulations (visa requirements) and payment of fees etc., undertaking early intervention where issues arise to address a student's overall engagement with their programme of study.

Act as a point of contact for team members regarding more complex cases. Recognise and refer complex cases to the appropriate University contact whilst ensuring the student concerned receives a timely and appropriate response. Maintaining appropriate records of associated meetings and referrals.

Oversee and administer an appointment system and case load logging system to ensure the effective maintenance of appropriate recording systems that support the continuous delivery of effective student engagement provision.

Maintain a thorough understanding of university regulations and procedures to support the provision of accurate advice, guidance and signposting pertaining to the remit of the student engagement team.

Oversee regular attendance monitoring and ensuring related policies and procedures are adhere to.

Support the production of termly reviews on attendance monitoring and engagement activities and propose innovative ideas on how to improve the service.

Coordinate inputs, develop and maintain student engagement web pages, canvas information, communication mechanisms and promotional materials.

Contribute to the development of any appropriate service level agreements.

Deal with Freedom of information requests and liaise with the appropriate University contact accordingly.

Assist with the general running of the Student Gateway and with student events and activities as required.

Identify and participate in continuous professional development as appropriate.

Promote and encourage the practice of the University's equality and diversity principles in contacts with all staff, students and partners and promote corporate values through all streams of the role.

Commitment to the effective delivery of an excellent student experience to all learners and incorporating our corporate values throughout all streams of service delivery.

Any other duties commensurate with the nature of the job, as determined by an appropriate manager.

**Special factors:**

A flexible approach to work is required with some evening and weekend working required on occasion. Annual leave may be restricted at certain times of the year to accommodate business needs.

**Person Specification**

<b>Essential</b>	<b>Qualifications</b>  Educated to A level standard or equivalent
	<b>Experience</b>  Proven experience of delivery a high-quality service in a customer focussed support/service environment.  Demonstrable experience of using MS Office effectively, including MS Excel to record, present and analyse data.  Experience of overseeing the work of team members and supporting them to perform to a high standard.  Experience of dealing with complex information and providing guidance in line with university policy.  Proven experience of working with students on a one-to-one basis.
	<b>Skills &amp; Attributes</b>  Empathy and a demonstrable understanding of students' issues and concerns in relation to student support.  Demonstrable knowledge of MS Office including MS Excel at an intermediate (or above) level.  Ability to oversee the work of the team, and to support and coach individual members of the team, to ensure work is completed to time and quality standards.  Excellent administrative and organisational skills including attention to detail and accuracy.

	<p>Proven ability to make timely and accurate records of meetings and interactions.</p> <p>A positive and attentive attitude and approach to dealing with customers and working with colleagues.</p> <p>The ability to problem-solve using logical thinking and taking ownership of enquiries and issues to reach a positive resolution.</p> <p>Decision making skills both to identify risks and escalation required, as well as identifying and enacting solutions directly.</p> <p>Exceptional communication skills including the ability to listen, understand and tailor your response appropriately.</p> <p>A proven ability to work under pressure within a busy service environment whilst maintaining a high level of customer service.</p> <p>Ability to take direct responsibility to provide an excellent customer experience and deal effectively with difficulties and conflict.</p>
<b>Desirable</b>	<p><b>Experience</b></p> <p>Demonstrable experience of caseload management and/or of working with a case log software.</p> <p>Previous experience of working with a diverse student body whose first language may not be English.</p> <p>Experience of supporting learning and development initiatives for staff and/or students.</p> <p><b>Skills and Attributes</b></p> <p>Understanding of the HEI sector in relation to attendance, progression and attainment and the ability to relate this directly to the work of the team.</p>

**DATE UPDATED: 11 Jan 2021**