

## **Job Description**

<b>Job Title:</b>	Student Engagement Manager
<b>Salary Band:</b>	Band 4
<b>Working Hours:</b>	Full Time Professional Contract (35 hours per week for nominal purposes)

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

Lead and manage student retention and progression related support, gathering and analysing engagement data, insights and trends to anticipate and respond to the needs of our students. Ensure that the Student Engagement provision at the University of Sunderland in London is efficient, consistent with overarching policies, and able to achieve the institutional priorities

Role modelling a student-centred but data-driven approach, lead and guide the team to deliver an excellent customer experience, applying tailored and effective support interventions. Manage the quality and development of the service through our quality management framework and deliver on service improvement plans.

Supporting the Head and Assistant Head of Services for Students (Student Success) in the continuous strategic development of the front-facing services, you serve as a key member of the Services for Students Management Team.

Deliver and champion excellent customer service to all stakeholders at all times.

### **Reporting lines:**

This job reports to the Assistant Head of Services for Students (Student Success)

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

Student Engagement Team (3 Student Engagement Officers and 2 Student Engagement Assistants)

Temporary and student roles as required.

### **Main Duties:**

Develop, implement and maintain student engagement initiatives to increase students' engagement, empower students to achieve their degrees and provide a range of interventions to support them.

Lead and manage the Student Engagement team, ensuring the service is effective and efficient, performance is agile and responsive to demand hot-spots and relevant to our student body, and the team is able to identify and support specific students to progress and succeed by providing targeted support.

Actively manage team and individual performance to ensure quality is maintained and targets are achieved. Provide direction and motivation to the team and support individual and team development.

Lead on the Student Attendance monitoring and Retention plans, ensuring accurate and timely data analysis and consistent reporting.

Support the Assistant Head to ensure compliance with UK Visa and Immigration regulations and effective, timely and accurate monitoring, control, records management and reporting in relation to UKVI student status.

Manage the provision of student attendance communications and related procedures, delivered to meet policy and operational requirements, using university systems appropriately.

Manage the provision of guidance to students through developing and maintaining FAQs.

With the support of the Assistant Head of Services for Students, develop and coordinate the implementation of initiatives to support student progression and retention including design, operational planning, implementation, monitoring and evaluation. Using insights from student data, plan and deliver early interventions to achieve and maintain high level of students' engagement with their programme of study.

Liaise with teams across the organisation, including Student Administration, International support and the Progression team, both in Sunderland and in London, to maximise the impact of our student engagement and progression work.

Working with academic and other colleagues, proactively communicate student attendance in programme areas, identifying issues and trends, and working together on solutions. Support colleagues with timely information and guidance to enable them to advise students appropriately.

Own student cases, including complex ones, to ensure they are appropriately addressed and escalated with other departments and teams across the Institution including student welfare and any safeguarding concerns.

Ensure all appropriate student support issues relating to engagement and progression are addressed and signposted appropriately and in accordance with agreed University policy and process.

Contribute to departmental reporting, student journey mapping and data analysis, including maintaining a performance dashboard and proactively addressing any immediate issues as well as longer term trends.

Continuously operate within a framework of institutional imperatives, risk mitigation and legislative requirements.

Attend assigned University committees representing the department/team, ensuring relevant teams are updated on ongoing cases.

Actively manage team and individual performance to ensure quality is maintained and targets are achieved. Provide direction and motivation to the team and support individual and team development.

Effectively manage all staff and resources, ensuring all policies and procedures with respect of staff recruitment, selection, induction, appraisal, staff development, recognition, performance management and health and safety are adhered to and consistently applied. Identify and participate in continuous professional development as appropriate.

Deputise for the Assistant Head of Services for Students (Student Success), as required.

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 in your role. Commit to the effective delivery of an excellent student experience to all learners.

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.

As an effective team member, you may be required to provide cover and support to colleagues across the full range of Student Administration activities. All role holders will therefore be cross-skilled in all aspects of the team's full portfolio.

**Person Specification**

<b>Essential</b>	<b>Qualifications</b>
	Educated to degree level or equivalent relevant professional experience.
	<b>Experience</b>
	Proven experience of working within a Higher Education Student Support or Engagement function and interpreting and applying of Higher Education legislation in a work setting.
	Proven experience within a role involving the management of people.
	Experience of leading and developing businesses processes, including data analysis.
	Proven experience of managing front facing/customer service orientated teams and their service delivery.
	Demonstrable experience of student support case management.

	<p>Demonstrable experience of working with colleagues in student support multi-disciplinary teams.</p> <p><b>Skills &amp; Attributes</b></p> <p>Sound knowledge of Higher Education legislation requirements including UK visa and immigration.</p> <p>Well-developed understanding of the range of student support needs and of the complexity and challenges of being a student, especially of a non-traditional student.</p> <p>Strong IT Skills, including advanced Excel and the ability to use a student information system (such as SITS).</p> <p>A creative and driven approach to work, and demonstrable commitment to sharing new ideas for the benefit of a wider organisation.</p> <p>Ability to map, analyse and identify improvements to business processes and the student journey to ensure fitness for purpose.</p> <p>Ability and commitment to show resilience in a challenging competitive higher education sector.</p> <p>Proven ability to develop and maintain effective and professional working relationships across teams and diverse stakeholders, to support the achievement of collaborative priorities.</p> <p>Excellent organisational and time management skills, able to deliver within a fast-paced environment.</p> <p>Proven negotiation skills and the ability to objectively challenge</p>
<b>Desirable</b>	<p><b>Qualifications</b></p> <p>Management qualification Project Management qualification</p>
	<p><b>Experience</b></p> <p>Previous experience of project management Experience of delivery change.</p> <p>Previous experience of working with SITS.</p>

**CREATED DATE: 03 November 2022**



North East  
Better Health  
at Work Award  
Gold Award

