



Job Description

Job Title: Student Engagement Team Leader

Salary Band: Band 3

Working Hours: Full Time – 35 hours per week

Overall purpose/accountabilities:

Responsible for overseeing the production and analysis of accurate and timely student engagement data and the provision of targeted support interventions and advice to increase student engagement. Role modelling a student-centred approach and managing the Student Engagement Officers to ensure the provision of timely, accurate and high-quality support that anticipates and addresses the needs of our students.

Support the Student Engagement and Relations Manager in the continuous review and development of service provision, role modelling our professional behaviours and championing excellent customer service to all stakeholders at all times.

Reporting lines:

This job reports to the Student Engagement and Relations Manager.

Staff reporting to this job:

Student Engagement Officers, plus student/temporary roles where required.

Main duties:

With the support of the Student Engagement and Relations Manager, oversee the day-to-day operations and line management of the team to ensure provision of a high-quality engagement advice service delivering accurate and timely information and guidance to students and staff across a range of service channels.

Oversee engagement monitoring processes, ensuring accurate and timely data analysis, consistent reporting and effective student communications which meet University policy and operational requirements, including compliance with UK Visa and Immigration regulations.

Using insights from student data, work with the Student Engagement and Relations Manager to plan and deliver targeted interventions to increase students' engagement with their

programme of study.

Liaise with teams across the organisation, including Programme Managers, Personal Academic Tutors, Student Administration and International Support, to maximise the impact of our student engagement and progression work. Proactively communicate student attendance in programme areas, identifying issues and trends, working with academic colleagues on solutions.

Oversee the attainment of key performance indicators, including monitoring service operations, quality, satisfaction and impact. Generate and monitor regular departmental reports.

Act as an initial point of escalation for complex, sensitive or challenging student interactions.

Offer support to colleagues and act as a role model to less experienced members of the team.

Identify, develop and undertake project opportunities in collaboration with the Student Engagement and Relations Manager and contribute to the teams' yearly plans where appropriate.

Deputise for the Student Engagement and Relations Manager and provide supervisory support within the wider team as needed, ensuring that high standards and consistency of delivery are maintained.

Represent the team by attending meetings and committees where required.

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.

Foster and promote excellent communication and collaboration across the department and wider teams, communicating team priorities and activities.

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.

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 so as to accommodate business needs.

On occasion, as part of an integrated Service for Students, you may be required to cover and support colleagues across the service.

Person Specification

Essential	Qualifications Educated to A Level standard or equivalent experience
	Experience Previous employment within a Higher Education institution at a level involving the effective supervision and line management of staff members. Experience of using student information and management systems to analyse data and produce reports. Proven experience of using initiative, successfully managing multiple priorities and working within a busy service environment. Proven experience of working in a role where teamwork was key to effective service delivery. Experience of implementing policy and procedures and managing urgent and complex situations with students.
	Skills & Attributes Knowledge of the Higher Education sector and student services management and administration. Excellent people management skills with the ability to motivate and develop staff. Demonstrable IT skills and the ability to make effective and appropriate use of student information and management systems, including advanced MS Excel, as well as proficiency in Compass and SITS. Strong customer service led approach combined with excellent communication and interpersonal skills. Excellent organisational and time management skills, able to meet targets and deadlines within a fast-paced environment. A proven understanding of the importance of customer care with the ability to deal with conflict effectively. Strong attention to detail and the ability to compile statistical information and produce management reports. Ability to role model and foster professional behaviours within a team. Ability to remain calm and empathetic under pressure, including when supporting complex or high-risk student cases. Ability to identify areas of improvement and proactively work with other people and teams to influence change. Ability to analyse data to support reporting, problem solving and service improvements.

	Commitment to equal opportunities, confidentiality, and a student-centred approach.
Desirable	Experience Experience of overseeing or leading process improvement activities. Experience of managing student attendance and engagement monitoring activities.
	Skills & Attributes Knowledge of matters relating to international students and student finance advice and guidance.

DATE CREATED: 15 May 2023