



JOB DESCRIPTION

Position details:

Job Title:	Student Engagement Officer
Department:	HE
Hours:	FT
Status:	Permanent
Grade:	EC6
Regulated or controlled Activity	Regulated

Reporting/Department details:

Responsible to:	Head of Higher Education
Functional links with:	Assistant Principal HE, Professional and Technical Education, HE Administrator, Access to HE Coordinator, Next Steps SW Outreach Officer, HE Faculty Management Group Representatives, Programme Managers, HE Advisor, Adult Advisor, 19+ Student Governor, Student Representatives and Student Ambassadors

Job Role:

The primary purpose of this role is to lead and further develop the College's approach to on programme engagement with and support for Access to Higher Education and University Level (also known as Higher Education) students and to help enhance the overall experience of this important group of students within the College. This will be achieved by ensuring excellent two-way communications between staff and current students, providing information, advice and guidance to students once on programme to aid retention and success, leading the teams of Student representatives and Student ambassadors and organising student voice and extra-curricular activities.

Main Duties:

Ensuring effective two-way communication with Access to HE and University Level Students – on programme

- Act as the main cross-college communication link between the student community, the HE Department and the wider College staff and student bodies.
- Take responsibility for the maintenance and enhancement of effective and timely communications with the student community in person and using the Portal, Moodle, social media, on-line forums, mobile technology and notice boards.
- Report on, action in partnership with others, and provide feedback on issues arising via communication with the student community with the aim of enhancing the overall student experience.
- To use effective communication to raise the profile and enhance the identity of Access to HE and University Level students as a distinct community within the College's wider student body.

Providing information, advice and guidance to Access to HE and University Level students– on programme

- To act as the first port of call within the HE Department in relation to queries regarding Student Finance, Disabled Students Allowance, Learning Support, Access to Learning Fund, Health and Welfare, Extenuating/Mitigating Circumstances and related matters from students, once on programme.
- To gather information, collate evidence, provide guidance and complete paperwork allowing decisions on such matters affecting students on programme to be made by the HE Department and other teams in a timely manner.
- Liaise with other Faculties and Departments within the College, and external bodies and agencies as necessary, to ensure that students on programme are signposted to appropriate additional sources of information advice and guidance.
- Provide an effective outreach service to Access to HE and University Level students on programmes based away from the Hele Road / Queen Street Campuses, enabling them to access information, advice and guidance and be part of the Access to HE and University Level student community.

Leading and Supporting the Access to HE and University Level Student Representatives

- To lead, initiate, develop and maintain positive relationships with students across the course of the academic year and throughout their time at College.
- To be responsible for ensuring the timely nomination / appointment of Student Representatives, in partnership with relevant University Student Unions, where appropriate, and for recruiting to the Student Ambassador scheme.
- To provide leadership, guidance and support to Student Representatives and Student Ambassadors, in partnership with relevant University Student Unions, where appropriate, to help them fulfil their roles and responsibilities.
- To be responsible for the administration of, and logistics associated with, events and activities involving Student Representatives, including the Student Ambassador scheme and Next Steps SW.
- To ensure that the training needs of Student Representatives are identified and training completed, in partnership with relevant University Student Unions where appropriate.
- To promote a culture of participation and leadership to encourage Student Representatives to organise, lead and facilitate social and other extracurricular projects and activities for their student community.
- To lead and facilitate the Access to HE and University Level Freshers' Fair and associated activities, to ensure all full and part time students are able to participate and access relevant information.
- To liaise and work effectively with the College's Student Representative Committee and relevant University Student Unions, as appropriate, to enhance the overall student experience.

Organising and Facilitating the Access to HE and University Level Student Voice

- To lead and develop the Access to HE and University Level Student Voice in all Faculties and on all sites of the College where relevant programmes are delivered.
- To actively encourage Access to HE and University Level students to have an influence within the College, through liaison with the Student Representative Committee and 19+ Student Governor.
- To raise awareness of and facilitate participation in the external National Student Survey, Student Perception Questionnaire and Destination of Leavers from Higher Education and in internal College surveys to ensure high response rates and representative samples.
- To be responsible for the administration of and logistics associated with all Access to HE and University Level Student Voice activities, including two Student Voice Forums and an end of year Student Voice Conference.

- To ensure timely feedback to the Student Representatives on responses to issues raised through Student Voice activities and to engage them in evaluating the success of developments.
- To provide the Head of HE with regular reports on the outcomes of Access to HE and University Level Student Voice activities and the potential implications for HE strategy and operations.

Mandatory Duties:

1. Responsibility for safeguarding and promoting the welfare of children and vulnerable adults.
2. Commitment to Equality and Diversity

Additional Duties:

Flexible working will be part of this role and is therefore required by the post holder.

To undertake such additional duties as may be reasonably required commensurate with the level of responsibility within the College at the initial place of work or any other of the College's sites within the Exeter area.

The post-holder will undertake assigned duties and responsibilities, ensuring that all actions are discharged within the regulatory and legislative requirements to which the College is subject, and

- With full regard for the College's equality, diversity and health and safety requirements
- To achieve individual targets assigned through the College's annual staff appraisal processes
- Subject to the College's approved strategies, policies and procedures

PERSON SPECIFICATION – Student Engagement Officer

	Essential	How Identified*	Desirable	How Identified*
<u>Experience</u>	<ul style="list-style-type: none"> ➤ Experience of working with HE students and/or in an HE environment ➤ Experience of leading a small team ➤ Experience of organising events and activities ➤ Experience of working to budget and to deadlines ➤ Experience of organisational administration and/or small project management 	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>	<ul style="list-style-type: none"> ➤ A current role in HE student support or HE organising student focused events and activities 	<p>A/I</p>
<u>Skills & Abilities</u>	<ul style="list-style-type: none"> ➤ Excellent verbal, aural, written and digital communication skills ➤ The ability to build, motivate and lead a small team ➤ The ability to encourage and facilitate others to have a voice within an organisation ➤ The ability to support and encourage personal development and problem solving in others ➤ Competent use of Microsoft Word, Excel, PowerPoint and social media platforms 	<p>A/I/T</p> <p>A/I</p> <p>A/I/T</p> <p>A/I/T</p> <p>A/I</p>	<ul style="list-style-type: none"> ➤ Knowledge of HE Support and HE Student Representative systems 	<p>I</p> <p>A</p>

	Essential	How Identified*	Desirable	How Identified *
<u>Qualifications</u>	<ul style="list-style-type: none"> ➤ A university level qualification ➤ Full, clean driving licence 	<p>A</p> <p>A</p>	<ul style="list-style-type: none"> ➤ Relevant CPD, for example in team building, communication skills, or project management 	A/I
<u>Personal Qualities</u>	<ul style="list-style-type: none"> ➤ Motivational ➤ Proactive ➤ Approachable ➤ Empathetic ➤ Adaptable ➤ Resilient ➤ Accurate 	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>		

***Key: A = Application Form**
I = Interview
T = Test