1   Advertisement

Post Title: Student Engagement and Enhancement Senior Manager
School/department: Student Experience
Hours: Full time (part time hours considered up to a maximum of 37.5 FTE)
Requests for <u>flexible working</u> options will be considered (subject to business need).
Location: Brighton, United Kingdom
Contract: permanent
Reference: 10624
Salary: starting at £44,414 to £52,841 per annum, pro rata if part time
Placed on: 18 April 2023
Closing date: 15 May 2023. Applications must be received by midnight of the closing date.
Expected Interview date: As soon as possible
Expected start date: As soon as possible.

The University is looking for an exceptional candidate to fill the role of Student Engagement and Enhancement Senior Manager. This is an exciting opportunity to be central to the design and delivery of the On Course Success element of the University's Access and Participation Plan (APP).

The post holder will be responsible for:
- Managing a small team of Student Engagement Managers whose roles are to deliver On-Course Success interventions as part of the APP
- Working closely with colleagues in the wider Division of Student Experience to ensure an aligned and robust approach to evaluation
- Working closely with all colleagues involved in APP delivery to support a consistent approach across the student lifecycle
- Build strong working relationships with academic colleagues to ensure interventions are designed using a research based approach
- Report into the APP working group with a particular focus on meeting objectives set out in project delivery and evaluation timelines

Please contact Hannah Wallace – Hannah.wallace@sussex.ac.uk for informal enquiries.

For full details and how to apply see our vacancies page

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

Please note: The University requires that work undertaken for the University is performed from the UK.

2.   The School / Division

Please find further information regarding the school/division at
https://staff.sussex.ac.uk/us/services/student-experience/student-engagement-enhancement

3.   Job Description

Job Description for the post of: **Student Engagement and Enhancement Senior Manager**

Department: Student Experience

Section/Unit/School: Student Engagement and Enhancement

Location: Bramber House/ Student Centre

Grade: **8**

Responsible to: **Head of Student Engagement and Enhancement**

Responsible for: **Student Engagement and Co-Creation Managers; Connectors working within the area, numbers will fluctuate throughout the year.**

Key Responsibilities:

Innovation and Engagement

In conjunction with the Head of Engagement and Enhancement, coordinate the operationalisation of the delivery of the programmes and projects identified in the Access and Participation Plan by constructively liaising with staff from Faculties, Professional Services and relevant stakeholders across the University to ensure alignment with faculty engagement plans and institutional strategic direction.

1. To contribute to the development and implementation of effective strategies and initiatives for the improvement of student engagement and enhancement, ensuring effective co-ordination with the various Faculties and Professional Services. Line Manager staff effectively to ensure the smooth running and innovation within key programmes to address identified gaps and appropriate programmes of work to address these gaps.

2. To develop and deliver agreed enhancement projects to remove barriers to students' learning and increase inclusivity.

3. To contribute to the growth of the Connector Programme across the institution as the key vehicle of co-creation at the University of Sussex

4. In conjunction with the Head of Engagement and Enhancement, line manage staff and provision for enhancing student engagement and participation across the University

5. To identify new opportunities to innovate and use technological enhancements that can enhance the projects and in turn the student experience, wherever possible.

Organisation / Project Management and Quality Assurance

6. To lead in the promotion of an aspirational model of delivery across all engagement and enhancement activities and ensure that 'best practice' is researched, evaluated and adapted as appropriate

7. To lead the review of the effectiveness of programmes and projects within the APP and address cultural, system and procedural obstacles to successful implementation.

8. To Support the implementation of the project management framework(s) in collaboration with the Programme Manager (Access and Participation) to ensure that all interventions align with the reporting mechanisms approved by the ASP Steering Group.

9. To monitor and support the evaluation of all interventions approved as part of the Success and Progress workstreams of the APP (through qualitative and quantitative measures) as well as adopt appropriate frameworks to measure the outcomes and impacts of all programmes in collaboration with the Research and Evaluation Manager.

10. Co-ordinating and overseeing efficient and effective quality assurance mechanisms for all programmes and projects relating to the departments APP programmes and projects

Reporting and Communication

11. To provide complex, high-level reports to the Head of Student Engagement and Enhancement and the Director of Student Services as well as external bodies such as appropriate, focussing on service quality, key results, impact and outcomes, as part of the monitoring and reporting on APP progress and for other purposes as required.

12. Contribute to the OFS return and reports needed for any other associated bodies, working with colleagues to provide the most up to date and accurate data at critical points of the year.

13. Developing and delivering training sessions and briefings for staff and students and on the APP, projects, programmes and ongoing work

14. To have editorial responsibility for the standard, quality, relevance and accuracy of all information, advice and guidance (including online) for the team in consultation with team members.

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility.

4.   Person Specification

Essential

- First Degree or equivalent
- Literate in IT and reporting tools

Essential Professional Skills, Knowledge and Experience

- Demonstrable understanding and knowledge of widening participation work, retention, progression and success as well as the barriers to learning that some students may face

- Demonstrable experience of Theory of Change models and how to design and implement them

- Strong interpersonal and influencing skills, with the ability to build successful relationships and comfortable working at all levels of an organisation

- Innovative with a positive attitude to change to improve service delivery and ability to persuade others to embrace change

- Ability to lead, set objectives, measure and assess performance while ensuring organisational strategy is reflected in work outcomes

- Strong operational planning and project management skills, including research and analysis

- Excellent planning and organisation skills with the ability to work collaboratively and independently, prioritise what needs to be done, multi task and ensure all tasks are completed within deadlines.

- Excellent partnership working and collaboration with internal and external partners

- Ability to analyse and interpret quantitative and qualitative data

- Experience of working in partnership with students in a co-creation model

- Experience of managing budgets

- Experience of managing and leading complex projects and project evaluation services

- Experience of working on strategic cross-organisational projects or initiatives.

- Experience of producing reports and presentations for different audiences, particularly senior stakeholders

- High standard of written English, ability to communicate and explain complex issues in clear, concise, persuasive language both verbally and in writing

Desirable

- Proven knowledge of Access and Participation framework and the Office for Students and how this sits and what it aims to achieve within the Higher Education context.

- Pedagogical experience including the design and delivery of innovative teaching and training

- Experience of working with widening participation cohorts