



1 Advertisement

Post Title: Student Engagement Officer

School/department: Student Engagement and Enhancement

Hours: Full time or part time hours considered up to a maximum of 1 FTE/36.5 hours

Requests for flexible working options will be considered (subject to business need).

Contract: Permanent

Reference: 20464

Salary: starting at £32,411 to £36,333 per annum, pro rata if part time

Placed on: 25 April 2023.

Closing date: 16 May 2023. Applications must be received by midnight of the closing date.

Expected Interview date: To be confirmed

Expected start date: As soon as possible

We seek to appoint an individual who understands the needs of existing and prospective students and specifically those who are under-represented at the university.

The Student Engagement and Enhancement Team is a new area of the Student Experience Division and focusses on supporting student success throughout University. The team work on initiatives and programmes primarily but not solely outlined in our [access and participation plan](#) which aim to support underrepresented groups at the university and are designed to retain students and support engagement, success and progression for all.

You will have knowledge of the higher education environment, student engagement mechanisms and have experience of delivering engaging programmes of events for hard-to-reach students. You will also understand the importance, and have some experience, of working in partnership with students.

A strong team player, we are looking for a positive, pro-active individual who can be flexible and responsive as well as creative and innovative. An excellent communicator, you will be to develop relationships across the university and sector.

Key Working relationships: Students from across the University, Connectors in co-creation roles, academics and professional services within schools, Division of the Student Experience, Student Union, external partners including OFS, NEON and other Universities

Please contact Hannah Wallace at 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.

2. The School / Division

Please find further information regarding the school/division at <http://www.sussex.ac.uk/schoolsandservices/professionalservices/student-experience/student-engagement-and-enhancement>

3. Job Description

Job Description for the post of: Student Engagement Officer

Department:	Division of Student Experience
Section/Unit/School:	Student Engagement & Enhancement
Location:	Bramber House (currently flexible working)
Grade:	6
Responsible to:	Student Engagement Manager
Responsible for:	Student Connectors

Key Responsibilities:

Support the planning and delivery of Welcome and Transition for new students as part of a team focusing on delivering an engaging Welcome experience for all our students

1. Plan, co-ordinate, deliver and monitor an integrated programme of orientation, Welcome and induction activities, face to face and virtual, for students when they first arrive at Sussex, paying particular attention to students who may have a specific set of needs
2. Plan and deliver presentations and workshops for students providing a smooth transition into life at Sussex, as part of the overall Welcome Programme
3. Play an active role in the recruitment, training and supervision of a team of students to co-create and deliver Welcome activities
4. Work with students to continually review and identify opportunities to improve the Welcome and Transition experience for all students

Lead on the planning of activities to support all students to engage and achieve, and to support the University's internationalisation agenda

5. Work in partnership with academic schools to understand specific attainment gaps relating to the school and to plan, support and deliver activities to address these in participation with the Retention and Progression Manager and wider team.
6. In collaboration with the Student Voice Manager, ensure opportunities for all student cohorts to influence key decisions affecting their Sussex experience, including design and review of the curriculum, support services and enhancement opportunities
7. Work in partnership with students and relevant teams, such as the Students' Union, Widening Participation, and the Student Life Centre
8. Planning and delivery of a programme of engagement activities for all students
9. Work with external providers and charities to offer an exciting programming and support offer for students from underrepresented backgrounds

10. Planning and delivery of the Campus Christmas programme for students who stay at Sussex over the holiday period including Care Experienced students and those who are estranged from their families
11. Identify opportunities to develop an environment and culture that maximises the opportunity for students to flourish, such as:
 - Developing and delivering specific training and skill development opportunities
 - Inputting into the design and delivery of provision in specific areas

Plan and implement engaging communications for students around the work of the SEE team and the APP more widely

12. Provide expert input within the Student Engagement and Enhancement Team to ensure communications are targeted appropriately to reach and engage a diverse student body
13. Lead on supporting SEE and other parts of the division in the development of clear and engaging key messages relevant to all and specific cohorts of students specifically, identifying message, audience, timeline and channel. Work closely with students, and teams including Communications and Academic Schools. To include:
 - Working with Connectors, identify various forms of communication and how these can be used to increase engagement
 - Develop and maintain relevant information on the Student Hub and other repositories
 - Produce content for publications and the web
14. Continually review the effectiveness of communications and implement improvements as a result of findings
15. Represent Student Engagement and Enhancement at an institutional level in relation to communications which enhance the student experience

Line management responsibilities

16. To recruit, train and line manage staff, including Student helpers and Connectors, providing support and development, including undertaking appraisals, as required

Contribute to the provision of high quality, targeted advice and support for underrepresented students studying at Sussex

17. Develop an understanding, through research and direct engagement with of the advice and support needs of students. Use this insight to inform service improvements, including increasing the ability of students to self-serve information; ensuring services across the University are equipped to advise and support different cohorts of students on a range of issues.
18. Lead and manage the development and delivery of key lifecycle activities, including those that will support key transitions identified by students across the diverse student body
19. Develop and improve access to student self-help resources, in consultation with students, schools and professional services.

General

20. Play an active role in University committees and working groups as required
21. Keep up-to-date with institutional and national developments relevant student engagement and initiate the introduction of new policy/procedures and sharing of good practice as appropriate
22. Input into budget setting, management and reporting processes as appropriate, overseeing and administering project-based budgets and processing payments when required
23. Provide general cover for other team members when necessary

24. Undertake other duties appropriate to the grade as directed by the Head of Student Engagement and Enhancement.

To undertake any other reasonable duties and responsibilities as may be reasonably expected as part of this role and in line with the grade.

Some occasional evening and weekend work will be required of the role holder

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 entailed.

Person specification

SKILLS / ABILITIES

	Essential	Desirable
Highly developed communication skills, written and oral, with accuracy and attention to detail	✓	
Excellent interpersonal and customer service skills	✓	
Excellent IT skills including practical knowledge of using the internet and Microsoft Office packages and creating online content including social media	✓	
Excellent project management skills and experience of leading on innovative projects	✓	
Flexibility and a capacity to adapt to the changing demands of the job	✓	
The ability to juggle multiple tasks and work calmly under pressure	✓	
Ability to use initiative and to adopt an active approach to problem solving	✓	
Sensitivity to other cultures and a knowledge of, and interest in, barriers to education for diverse student communities	✓	
Ability to work and communicate effectively with staff and students of all levels across the University	✓	
Ability to work effectively as part of a team and independently	✓	
Willingness to speak and convey complex information in public	✓	
High level of numeracy and ability to prepare statistical reports	✓	

KNOWLEDGE

	Essential	Desirable
Awareness of national developments in student support	✓	
Knowledge of engagement theory and some pedagogical knowledge to support attainment work	✓	

EXPERIENCE

	Essential	Desirable
Previous experience of working with students in an HE or FE setting including their attainment and success	✓	
Previous experience of managing Welcome and Transition programmes		✓

Experience of organising events	✓	
Experience of line managing staff		✓

QUALIFICATIONS

	Essential	Desirable
Educated to degree level or equivalent	✓	
Postgraduate qualification in related field		✓

PERSONAL ATTRIBUTES AND CIRCUMSTANCES

	Essential	Desirable
A committed team player	✓	
A flexible approach to work, which will entail occasional evening and weekend commitments	✓	
A responsible and flexible attitude	✓	
A commitment to equality of opportunity	✓	

- Insert the Job Description here

4. Person Specification

- Insert here the essential and desirable criteria. Examples also found under Generic Job Descriptions
- If a DBS is required, please ensure this is included in the essential criteria.