



1. Advertisement

Post Title: Senior Student Engagement Coordinator.

School: School of Engineering and Informatics.

Hours: Full-time or part-time hours are considered up to a maximum of 36.5 hours per week. Requests for flexible working options will be considered (subject to business need).

Location: Brighton, United Kingdom (up to 50% remote working, subject to business need).

Contract: Permanent

Reference: 20741

Salary: Starting at £28,131 to £32,411 per annum, pro rata if part-time.

Placed on: 26 May 2023

Closing date: 23 June 2023

Expected start date: As soon as possible.

We are seeking to appoint a full-time Senior Student Engagement Coordinator. This is an exciting opportunity to join a busy, friendly, and dynamic team, during an exciting period of evolution and growth.

Join us, and you will play a key part in supporting our students across their academic journey, based in the centre of our beautiful and vibrant university campus.

An interest in Engineering or Computer Science is not a requirement for this post; we are a team with varied backgrounds, interests, education, and experiences.

Please contact Luke Scott (L.Scott@sussex.ac.uk) for informal enquiries.

The University is committed to equality and valuing diversity, and applications are particularly welcomed from women and black and minority ethnic candidates, who are under-represented in academic posts in Science, Technology, Engineering, Medicine and Mathematics (STEMM) at Sussex.

For full details and how to apply see our [vacancies](#).

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

**SENIOR STUDENT ENGAGEMENT COORDINATOR
ROLE PROFILE**

Job Senior Student Engagement
Title: Coordinator G5
Grade: School of Engineering and Informatics
School/Division: School Office, Chichester I
Location: Deputy School Administrator
Responsible to:

Role description:

Supporting the student academic journey by provisioning for their engagement, experience, skills development, and progress. To provide high level administrative support to the Director of Student Experience, School Administrator, and School Senior Management Team. To work more widely with administrative teams across the University.

To provide administrative support that focuses on student welfare through monitoring attendance, engagement, and visa compliance; working with staff within the school and central departments, to ensure students are able to engage with their studies and able to access appropriate support and guidance where needed.

To serve as a point of contact and link between students, staff members, internal departments, and external contacts. Provide administrative support ensuring that processes and services operate smoothly, including leading a small team of colleagues.

PRINCIPAL ACCOUNTABILITIES

In relation to supporting the student academic journey:

1. Support the successful delivery of school services and processes in relation to the local provision of student support, engagement, experience, welfare, and academic skills.
2. To lead a small team to achieve school objectives, in line with local policy and procedures.
3. Manage the maintenance, publication, and dissemination of service-related information and the associated communications; to ensure services, activities, events, and processes are understood, utilised, and engaged with.
4. To act as the main point of contact for students and colleagues in the effective and efficient delivery of services.
5. Provide support for quality assurance and staff and/or student feedback activities including reporting on usage and uptake information.

KEY RESPONSIBILITIES

1. Leading on local service delivery
 - Provide leadership to a small team of colleagues.
 - Helping to ensure that timelines and resources are identified, realistic and achievable.
 - Proactively raising issues arising in advance, for discussion and resolution.
 - Coordinating the delivery of activities and processes according to planned schedules, and in liaison with managers responsible for delivery.
 - To act as an ambassador for the service, with a focus on customer service and delivery.
 - Lead on the planning, scheduling, and delivery of activities, events, and meetings.
2. Communicating effectively with all stakeholders
 - Assist in the management of student communications.
 - Publicising activities, events, and meetings to all relevant staff, students, or external parties in an effective way.
 - Contributing to the editing of local guidelines ensuring that content relating to own areas of responsibility is clear and understandable to readers, up to date and accessible.
 - Maintaining website pages (and other sources of information) to accurately reflect current activity in an engaging way.
 - Ensure that levels of student satisfaction are reflected in feedback gathered by the school, and interpret, analyse, and communicate data to plan for improvement.
 - Support the student experience in coordinating the activities of mentors, reps, and ambassadors, contributing to development in this area.
 - Liaising with colleagues with similar areas of responsibility and being actively involved in team meetings, networks, attending meetings, sharing information, and contributing to the development of processes.

3. Providing support, information, and guidance to staff and students.
 - To be the first point of contact in answering incoming queries in a helpful and timely way and in line with policy, providing explanations where necessary and knowing when to escalate queries.
 - Providing guidance on relevant procedures and processes
 - Ensuring staff and students are aware of procedures and processes.
4. Supporting the local implementation of policies and procedures relating to student progress, misconduct, and disciplinary matters.
 - Arrange and support relevant meetings, such as school progress committee meetings, including the provision of minutes.
 - Administer procedures involving the collation and processing of sensitive materials and data, such as claims for mitigating or extenuating circumstances.
 - Support the administration of student misconduct procedures.
 - Support the operations and improvement of engagement monitoring and visa compliance.
5. Creating and maintaining accurate information on activity that has taken place.
 - Creating comprehensive records and files for future reference.
 - Providing usage and uptake reports as requested.
 - Presenting data on attendance and usage to enable analysis and interpretation.
6. This role does not have any budget responsibility.
7. This role does not have any responsibilities for equipment or premises.
8. Support achievement of the school's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to university policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.

To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

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

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Good secondary education (see role-specific criteria below).
2. The ability to lead and motivate a small team.
3. Effective planning and organisational skills to organise own workload and priorities, and delegate where necessary.
4. Effective oral and written communication skills to work with staff, student, and visitors providing information and responding to questions and queries.
5. Ability to work flexibly within a small and also on own initiative.
6. Competent IT skills to effectively manage their own workload.
7. Ability to provide pastoral welfare support to junior members of the team where necessary.

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Ability to handle complex student cases such as appeals, complaints, and misconduct in an accurate, sensitive, and confidential manner, potentially including upsetting personal information.
2. Approachable, professional, calm, and discreet.
3. Ability to deal sensitively with upset and anxious students.
4. Ability to oversee purchasing processes, credit card accounts, and costing decisions.
5. Ability to collate, process, and interpret large volumes of data in a deadline driven environment.
6. Understands how to manage and execute an effective communication plan.
7. Confident in the planning, development, and execution of events, and assessing their effectiveness.
8. Able to work occasional evenings and weekends.

DESIRABLE CRITERIA

1. Relevant experience in a similar role.
2. Relevant experience working in a university or similar environment.
3. The ability to effectively plan and monitor the workload of others over the course of an academic year.
4. Experience of supervising colleagues in a small team.