



## 1 Advertisement

**Post Title:** Student Engagement Manager (Co-creation) x2

**School/department:** Student Engagement and Enhancement

**Hours:** Full time or part time hours considered up to a maximum of 1 FTE.

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

**Contract:** Permanent

**Reference:** 20825 and 20826

**Salary:** starting at £36,333 to £43,155 per annum, pro rata if part time

**Placed on:** 22 June 2023

**Closing date:** 07 July 2023 Applications must be received by midnight of the closing date.

**Expected Interview date:** To be confirmed

**Expected start date:** As soon as possible

The Student Engagement and Enhancement Team are part of the Student Experience Division and focus 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.

We are looking to appoint two individuals who understand the needs of existing and prospective students and specifically those who are under-represented at the university. In particular, we are looking to appoint colleagues who will be responsible for:

- Managing a small team of Student Engagement Officers whose roles are to deliver On-Course Success interventions as part of the APP as well as Student Engagement Activities
- Working closely with other Managers in the Student Engagement and Enhancement Team to ensure support of all Student Engagement Activity such as The Spirit of Sussex Award, Student Voice initiatives and the delivery of the Welcome Programme
- Working closely with colleagues in the wider Division of Student Experience to ensure collaborative working is embedded into all ongoing practices
- Working closely with all colleagues involved in APP delivery to identify gaps and support development of interventions to meet targets
- Build strong working relationships with academic colleagues to ensure interventions are designed using a research based approach
- Report into the SEE Management Group on meeting objectives set out in project delivery and evaluation timelines

**Key Working relationships:** SEE Managers, 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](mailto: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 Manager (Co-creation)

<b>Department:</b>	<b>Division of Student Experience</b>
<b>Section/Unit/School:</b>	<b>Student Engagement &amp; Enhancement</b>
<b>Location:</b>	<b>Bramber House/Student Centre</b>
<b>Grade:</b>	<b>7</b>
<b>Responsible to:</b>	Student Engagement and Enhancement Senior Manager
<b>Responsible for:</b>	Student engagement Officer, Student Connectors

### **Job Purpose and Overview:**

To successfully lead, manage and develop interventions for On Course Success programmes as identified in the University's Access and Participation Plan. To build a strong framework for engagement of students and staff including systems and processes, including a robust recruitment, training and development programme for staff and student co-creation work and building on the network of staff and student partnership practice. Build and maintain strong networks across all departments to create an understanding of co-creation resulting in the submission of appropriate projects for co-creation work providing ongoing support and guidance during and throughout all APP related projects.

### **Main accountabilities and responsibility areas:**

- To work with colleagues in identifying, developing and facilitating initiatives within the APP that will enhance the student experience throughout the student lifecycle.
- Liaising with schools and professional services as well as wider key stakeholders to ensure information is delivered, relationships are robust and co-creation is recognised, understood and encouraged to move areas of the University forward. Ensure communication, marketing and external presence is fit for purpose, co-created and

demonstrative of the value of this work

- Lead, design, develop, adapt and maintain a set of procedures and processes to support the success of APP programmes including innovative recruitment to attract WP cohorts, project documentation to ensure co-creation is embedded in practice. In addition, to ensure that all APP related project proposals are appropriate and that training, development and appraisals are conducive to working with students as partners.
- Pro-active liaison with WP colleagues, students and colleagues in the Division of Student Experience to deliver the Welcome and Transition experience using co-creation to support a peer led approach to this and other key transitions.
- To create robust impact and evaluation mechanisms including ways to ensure the student voice is heard through the APP programmes so that the inputs, outcomes and outputs can be seen clearly.

**To work with colleagues in identifying, developing and facilitating initiatives within the APP that will enhance the student experience throughout the student lifecycle.**

- To liaise with appropriate academic and other relevant staff to support widening participation and access, academic progress and student retention.
- Lead and demonstrate good practice models in the area of co-creation to ensure compliance and improvements in provision for students

**Liaising with schools and professional services as well as wider key stakeholders to ensure information is delivered, relationships are robust and co-creation is recognised, understood and encouraged to move areas of the University forward. Ensure communication, marketing and external presence is fit for purpose, co-created and demonstrative of the value of this work**

- Select and engage with external agencies to develop a design concept, and identity for the programme. Collaborate with agencies to create resources which fit the identity and promote the programme – including videos and uniforms etc.
- To develop, implement and maintain a communications plan for APP programmes which promotes co-creation. Mapping stakeholders including staff, students and those from the 'hard to reach' APP target groups, identifying the most effective ways to communicate with each, creating website/article/social media/newsletter/report content.
- To develop a sense of community and belonging, by facilitating collaboration and relationship building between students and staff – putting initiatives in place such as committees and networks, running socials and events.
- To create development opportunities for students such as building pathways for students to develop their skills as they transition from graduation to work or post graduate study, bridging the gap between Success and Progress workstreams of the APP delivery
- Provide support as needed to develop APP related projects – ensuring that they meet the requirements of the APP and finding new and alternative ways for

students/Connectors to work with staff as a community to support the university, with ad hoc work.

**Lead, design, develop, adapt and maintain a set of procedures and processes to support the success of APP programmes including innovative recruitment to attract WP cohorts, project documentation to ensure co-creation is embedded in practice. In addition, to ensure that all APP related project proposals are appropriate and that training, development and appraisals are conducive to working with students as partners.**

- Create, design and deliver the recruitment process to access WP cohorts in particular, the induction for all new Connectors, an ongoing programme of support for students and staff managing Connectors and a programme of ongoing training and skill development. Also to create resources to support goal setting, self-reflection and for how Connectors might use the experience within the role for future application out in the world of work.
- Providing initial supervisory support of students recruited to Connector roles supporting individual Student Connectors when challenges arise and provide ongoing advice and support to all Staff Connectors. Devising and implementing a fair and practical system for all participants to adhere to codes of conduct.
- To design inclusive and accessible ways to recruit students to APP programmes, ensuring that we engage students from APP targets groups. To develop job descriptions, design application forms and selection events, design a fair and relevant way to mark applicants, draft informative and developmental comms for successful and unsuccessful applicants. To schedule and deliver all the above recruitment activities, multiple times throughout the year. To support staff and students to participate in recruitment processes.
- Manage all HR processes in relation to students' employment with the university

**Pro-active liaison with WP colleagues, students and colleagues in the Division of Student Experience to deliver the Welcome and Transition experience using co-creation to support a peer led approach to this and other key transitions.**

- With an improved Student Experience as the key objective, to define, design and deliver projects, frameworks and practices designed to enable students to successfully transition through key stages in their student journey, including welcome activities and ongoing engagement projects.
- In the creation of the engagement framework, student voice mechanisms and co-creation projects, ensure that risk assessments and mental health impact assessments are completed as required

**To create robust impact and evaluation mechanisms including ways to ensure the student voice is heard through APP programmes so that the inputs, outcomes and outputs can be seen clearly.**

- Proactively devise ways in which to enhance the Connector role within the community. Work closely with the Student Voice Manager to ensure devised structures in place to capture feedback from all Connectors to ensure continuous feedback on all aspects of University life.

- Create and design robust co-creation mechanisms to ensure continuous feedback on the Connector programme to ensure this moves with the changes in cohorts.
- Utilise a range of systems to record data and statistical information including project outputs and costings. Develop a specific evaluation method to measure against these targets, implement and increase participation rates in evaluation activities.
- Gather data on all activity, analyse both qualitative and quantitative data and feedback to produce regular reports and presentations on programme progress, continuous improvement, mid project reviews and evaluation for the OfS return on success. Lead action to change, redevelop and adjust the programme based on research, evaluation outputs and feedback.

### **Additional core responsibilities**

- To manage a large and complex budget covering salaries and programme costs. Oversee the spending on salary of every Connector project. Identify budget allowances for new projects. Oversee the pay claims for every Connector every month – including processing forms, liaising with line managers and students and payroll, problem solving when pay roll issues arise. Making adjustments to a continually changing budget according to over/underspends on each Connector project.
- To represent the University of Sussex at regional and national events and professional interest groups in order to influence local and national policy and decision-making regarding students in higher education.
- Attend committees external working groups and other meetings and networks as required to share the impact and evaluation of our work as well as good practice guidance for co-creation.
- To undertake any other reasonable duties and responsibilities as may be reasonably expected as part of this role and in line with the grade.

### **Person Specification**

#### **Essential Criteria**

##### Skills and Competencies

- Graduate
- High level of competency in evaluation methods, data gathering, analysis, report writing and record keeping.
- Ability and commitment to promoting and marketing new initiatives and programmes to audiences that may be hard to reach
- Project management and/or project design and events management
- Ability to use own initiative, generate new ideas and create projects from inception to delivery
- Ability to manage a fluctuating budget with high impact and targets attached

#### **Knowledge Areas**

- Knowledge of student engagement, co-creation, peer led learning, participation, and

- attainment initiatives within a Higher Education context
- Student engagement theory and effective impact and evaluation frameworks
- Student voice mechanisms and working with underrepresented groups

### **Previous experience**

- Experience of being part of a team and working with students as partners within an HE or similar context
- Experience of supervising student volunteers and paid student staff
- Ability and previous experience of creating, designing and delivering training
- Extensive experience of working with students as partners, underrepresented groups and with student voice initiatives

### **Professional qualities**

- Ability to network, establish personal credibility and develop productive relationships with a wide range of academic, professional and support staff as well as students at all levels across the institution
- Organisational abilities, including an ability to manage high levels of conflicting priorities and workloads
- Highly developed inter personal, communication and negotiation skills with the ability to deliver complex and sensitive information in a way that resonates with a variety of audiences
- High level of written communication
- Literate in IT and reporting tools
- Understanding and commitment to the importance of equality of opportunity within a student support service environment.
- Flexible, innovative and able to respond positively to change.

### **Desirable criteria**

- Experience of creating an impact and evaluation framework