



## 1. Advertisement

**Post Title:** Student Voice and Engagement Manager

**School/department:** Division of Student Experience, Engagement and Enhancement

**Hours:** 1.0 FTE. Requests for flexible working options will be considered (subject to business need).

**Contract:** Permanent

**Reference:** 4372

**Salary:** starting at £33,797 and rising to £40,322 per annum, pro rata if part time

**Closing date:** 05 January 2021. Applications must be received by midnight of the closing date.

**Expected interview date:** 14 January 2021

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

**This vacancy is only open to those currently employed by the University of Sussex.**

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 Engagement and Enhancement Team is a new area of the Student Experience Division and focusses on supporting student attainment and 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 unrepresented groups at the university and designed to retain students and support engagement, success and progression for all.

You will have knowledge of the higher education environment, student engagement theory and practice and have experience of capturing student voices through a variety of successful and meaningful mechanisms. You will also have gained substantial experience of co-creation and working in partnership with students and the HE community in a variety of ways. In addition, you will have excellent communication skills, ability to develop professional relationships with internal and external colleagues. You will have proven experience of line management and have been responsible for the successful development and roll out of programmes involving multiple stakeholders.

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.

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

Please contact Wendy Tozer at [w.j.tozer@sussex.ac.uk](mailto:w.j.tozer@sussex.ac.uk) and she can arrange an informal conversation with the Associate Director.

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  
<https://www.sussex.ac.uk/about/strategy-and-funding>  
<http://www.sussex.ac.uk/schoolsandservices/professionalservices/student-experience>  
<https://www.sussex.ac.uk/study/terms-and-conditions/access-agreements>

### Job Description

Job Description for the post of: Student Voice and Engagement Manager

<b>Department:</b>	Student Experience
<b>Section/Unit/School:</b>	Engagement and Enhancement Team
<b>Location:</b>	Essex House
<b>Grade:</b>	7
<b>Responsible to:</b>	Head of Student Engagement and Enhancement
<b>Responsible for:</b>	Connectors (students working as Co-creators)

### Job Purpose and Overview:

To design and deliver elements of and support the wider implementation of the Student Engagement and Participation Strategy through effective partnerships working with colleagues based within the Student Union, Schools and Professional Services to provide innovative engagement initiatives and continuous student voice mechanisms that speak to the needs of the university's diverse student body. Work with students as Co-creators in all aspects of this work.

### Main accountabilities and responsibility areas

1. To deliver aspects of the Student Engagement and Participation Action Plan through the implementation of engagement projects under the leadership of the Head of Student Engagement & Enhancement.
2. To work with colleagues in identifying, developing and delivering initiatives in order to enhance student engagement, the student voice and the student experience throughout the student lifecycle.
3. In collaboration with students, Connectors and wider stakeholders ensure initiatives for those students that are under represented at the University are peer led, supported and are yielding positive feedback and creating awareness of the relevant student support / academic services that may be needed.
4. To work with Residential Life and the Student Union to ensure there is a diverse and integrated engagement package for those living in halls and in off campus private accommodation
5. Work with the local community to ensure links with key areas that might interest our student body and where relationships may be key to the further engagement of our students locally.
6. Actively promote and input into the continuous development of the Spirit of Sussex Award under the guidance of the Spirit of Sussex Award Manager

## **Major deliverables, projects, processes, responsibility areas etc.**

7. To work collaboratively with Marketing and Communications colleagues on all aspects of student voice and student engagement to ensure feedback loops are initiated, acted upon and closed with accompanying communication.
8. With an improved Student Experience as the key objective, to define, design and deliver strands of work designed to capture and understand the student voice from across the institution, using both formal and informal routes of communication and that flow throughout the entirety of the academic year
9. Input directly into the creation of a student voice strategy and together with the Head of Student Engagement and Achievement as well as key stakeholders, work to achieve completion of key targets
10. Coordinate the NSS survey and all accompanying campaigns and operational needs around this including the review of feedback and co-creation activity to address areas of improvement across the University in collaboration with stakeholders.
11. Ensure robust project planning accompanies all initiatives and programmes to ensure detailed and complex reports can be produced with sound and evidenced information under the guidance of the Access and Participation Manager
12. To actively use systems to record statistical information whilst monitoring and evaluating all work under the leadership and guidance of the Access and Participation Manager
13. To monitor internal and external feedback and external benchmarking to make recommendations for process change.
14. Through an integrated and comprehensive approach, cascade best practice across departmental and university wide schools and services to contribution to continuous improvement. Input into the development of or provide guidance around any proposed university wide survey / student voice collection.
15. To be a key departmental contact between the Department and faculty based student support officers/academic advisors to lead in the delivery of consistent student support services and engagement initiatives across the institution, through regular contact to promote discussion and exchange of good practice

## **4. Person Specification**

### **Essential Criteria**

#### ***Skills and Competencies***

Graduate or equivalent

Competence in accurate record keeping and report writing.

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

Excellent listening skills and the capacity to motivate and encourage students

#### ***Knowledge Areas***

Knowledge of student engagement, participation, and attainment initiatives within a higher education context

Student engagement theory and effective impact and evaluation frameworks

#### ***Previous experience***

Experience of being part of a team and working with students as partners within an HE or similar context

Experience of line managing student staff

Ability and previous experience of drafting 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 priorities and workloads

Highly developed interpersonal, communication and negotiation skills

Literate in IT and reporting tools as well as online/virtual engagement tools and social media

Understanding and commitment to the importance of equality of opportunity within a student support service environment.

Flexible, agile, innovative and able to respond positively to change.

#### **Desirable criteria**

Post graduate qualification in related field