1 Advertisement

Post Title: Student Engagement Officer (International)
School/department: Student Experience Division
Hours: Part time hours considered up to a maximum of 0.6 FTE / 22 hours, on a job share basis. Requests for flexible working options will be considered (subject to business need).
Contract: Permanent
Reference: 5057
Salary: Starting at £30,046 to £33,797 per annum, pro rata
Closing date: 18 January 2021. Applications must be received by midnight of the closing date.
Expected start date: As soon as possible

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

We seek to appoint an individual who understands the needs of existing and prospective students and specifically international students.

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, and of the issues affecting international students specifically. You will have experience in supporting students through strategic and ‘on the ground’ interventions, using your skills in gathering and analysing insight to understand and respond to evolving need. You will have a good understanding of engagement theory and practice, and experience of capturing student voices, including through mechanisms that enable those who may not typically engage to be heard. You will have an understanding of the barriers to success facing international students specifically, and of working in partnership with staff, students and partners to develop initiatives that support students to thrive and to achieve their potential.

You will have excellent communication skills, ability to develop professional relationships with internal and external colleagues. You will have proven supervisory or line management experience, and have been responsible for the successful development and delivery of projects or initiatives.

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, all academics and professional services within schools, Division of the Student Experience, Students’ Union, external partners (eg third sector advisory organisations, banks, transport / accommodation providers)
Please contact Wendy Tozer at 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 [http://www.sussex.ac.uk/schoolsandservices/professionalservices/student-experience](http://www.sussex.ac.uk/schoolsandservices/professionalservices/student-experience)
3. **Job Description**

**Job Description for the post of Student Engagement Officer (International)**

**Job title**  
Student Engagement Officer (International)

**Department**  
Student Experience Division

**Section / Unit / School**  
Student Engagement and Enhancement

**Location**  
Bramber House (Current flexible working due to Covid-19)

**Grade**  
6

**Hours**  
Part-time (0.6 FTE – exact working pattern to be agreed)

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

**Responsible for**  
Volume and focus of team(s) will fluctuate according to need; currently includes 2 x International Student Support Assistants, Student Connectors

**Key Responsibilities:**

1. **Lead and manage the planning and delivery of Welcome services for new international students, as part of a team focusing on delivering an engaging Welcome experience for all our students**
   - Plan, co-ordinate, deliver and monitor an integrated programme of orientation, Welcome and induction activities, face to face and virtual, for international students when they first arrive at Sussex, as part of the overall Welcome Programme
   - Plan and deliver presentations and workshops for students who are new to the UK, focused on facilitating intercultural communication and of providing a smooth transition into life at Sussex, as part of the overall Welcome Programme
   - Play an active role in the recruitment, training and supervision of a team of students to co-create and deliver Welcome activities
   - Work with students to continually review and identify opportunities to improve the Welcome experience for international students

2. **Lead on the planning of activities to support international students to engage and achieve, and to support the University’s internationalisation agenda**
   - Work in partnership with academic schools to analyse the attainment gap for international students, and to plan, support and deliver activities to address this
   - Ensure opportunities for international students to influence key decisions affecting their Sussex experience, including design and review of the curriculum, support services and enhancement opportunities
   - Work in partnership with students and relevant teams, such as the Students’ Union, Sussex Centre for Language Studies, International Summer School to develop intercultural activity and engagement opportunities, such as:
     - Co-ordination of an annual ‘One World Week’, as well as a wider ongoing programme of cultural ‘One World Sussex’ events.
     - Planning and delivery of a programme of day trips
     - Planning and delivery of the Campus Christmas programme for students who stay at Sussex over the holiday period.
• Identify opportunities to develop an environment and culture that maximises the opportunity for students to flourish, such as:
  • Developing and delivering cultural awareness training
  • Inputting into the design and delivery of provision in specific areas

3. Lead on the planning and implementation of a communications strategy for international students

• Provide expert input within the Student Engagement and Enhancement Team to ensure communications are targeted appropriately to reach and engage international students
• Lead on the development of a clear plan for communication of key messages relevant to international students specifically, identifying message, audience, timeline and channel, and oversee its implementation working closely with students, and teams including Communications and Academic Schools. To include:
  o Plan, co-ordinate and deliver the International Students’ pre arrival information
  o Manage the use of social media to promote key messages
  o Develop and maintain relevant information on the Student Hub and other repositories
  o Produce content for publications and the web

• Continually review the effectiveness of communications and implement improvements as a result of findings
• Represent Student Engagement and Enhancement at an institutional level in relation to communications which enhance the international student experience

4. Line management responsibilities

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

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

• Develop an understanding, through research and direct engagement with international students, of the advice and support needs of international 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 international students on a range of issues, referring for specialist advice when appropriate; informing advisors to support the provision of specialist advice that meets the current need
• On occasion, work alongside advisors to provide welfare advice and support to international applicants and students, referring to other services and external organisations where appropriate.

6. General

• Maintain a working knowledge and general awareness of the international student immigration rules and how they can impact on other aspects of the student experience, and take responsibility for updating teams across the University on any relevant changes
• Play an active role in University committees and working groups as required
• Keep up-to-date with institutional and national developments relevant to international students and initiate the introduction of new policy/procedures and sharing of good practice as appropriate
• Input into budget setting, management and reporting processes as appropriate, overseeing and administering project-based budgets and processing payments when required
• Provide general cover for other team members when necessary
• Undertake other duties appropriate to the grade as directed by the Head of Student Engagement and Enhancement.
## Person specification

### SKILLS / ABILITIES

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

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<td>Awareness of national developments in student support and internationalisation of the student experience</td>
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<td>Knowledge of engagement theory and some pedagogical knowledge to support attainment work</td>
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### EXPERIENCE

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<td>Previous experience of working with international students in an HE or FE setting including their attainment and integration into the wider student body</td>
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<td>Previous experience of managing orientation programmes for international students</td>
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<td>Experience of organising events</td>
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<td>Experience of delivering advice and guidance to international students</td>
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<td>Experience of line managing staff</td>
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## QUALIFICATIONS

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<tr>
<td>Educated to degree level or equivalent</td>
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<td>Postgraduate qualification in related field</td>
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## PERSONAL ATTRIBUTES AND CIRCUMSTANCES

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<td>A committed team player</td>
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<td>A flexible approach to work, which will entail occasional evening and weekend commitments</td>
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<td>A responsible and flexible attitude</td>
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<td>A commitment to equality of opportunity</td>
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Date: Updated November 2020