



1 Advertisement

Post Title: Student Engagement Assistant

School/department: Student Engagement & Enhancement/Student Experience

Hours: Full time considered up to a maximum of 36.5 hours

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

Contract: Permanent

Reference: 9011

Salary: starting at £27,131 to £31,411 per annum, pro rata if part time

Placed on: 03 August 2022

Closing date: 17 August 2022. Applications must be received by midnight of this 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 works on initiatives and programmes primarily but not solely outlined in our [access and participation plan](#). These programmes 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 capturing student voices through a variety of successful and meaningful ways. You will also understand the importance and have some experience of working in partnership with students and be able to use your excellent ability to communicate to develop relationships across the university.

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 Maddie Taylor at Maddison.taylor@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>
<https://www.sussex.ac.uk/study/terms-and-conditions/access-agreements>

3. Job Description

Job Description for the post of: **Student Engagement Assistant**

Department:	Student Experience
Section/Unit/School:	Student Engagement & Enhancement
Location:	Bramber House
Grade:	5
Responsible to:	Student Voice Manager
Responsible for:	Connectors working within the area, numbers will fluctuate throughout the year

Job Purpose and Overview:

To support the student engagement team with programmes within the Access and Participation plan through effective partnerships working with colleagues based within the Student Union, Schools and Professional Services. To support the development of 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

- To support the Student Voice and Engagement Manager with the delivery of aspects of the Student Engagement and Participation Action Plan transforming strategy into practical initiatives, events and activities that support wider connection throughout the community.
- Undertake activity to proactively ensure that the student voice is integral to the whole of the student life cycle collecting student voices via a variety of different mechanisms.
- To contribute to the development of evidence based feedback and impact measures to ensure the engagement work within the team has the desired results as detailed in the Access and Participation plan.

- In collaboration with students, Connectors and wider stakeholders work with colleagues to identify gaps in the student lifecycle where further student engagement initiatives may be needed. Provide insight and focus initiatives that support the engagement of underrepresented groups at the University working with students to ensure activity is peer led yields positive feedback and creates awareness of the relevant student support / academic services that may be needed.
- 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
- Support and assist with activity within the local community to underpin and develop connectedness on and off campus
- Work collaboratively to actively promote and input into activity that could lead directly into the Spirit of Sussex Award
- **Major deliverables, projects, processes, responsibility areas etc.**
- To support the team in working on innovative marketing and communications to capture all aspects of the student voice and supporting the implementation of feedback loops.
- Provide support and activity that is detailed in the student voice strategy focussed around engaging our diverse student body.
- Support the Student Voice and Engagement Manager in coordinating the NSS survey and all accompanying activity around this including the analysis of feedback and develop activity centred upon co-creation activity to help to address areas of improvement across the University in collaboration with stakeholders.
- To actively use systems to record statistical information and contribute to the production of reports
- Input into the development of any proposed university wide survey / student voice collection.
- To actively participate and support engagement initiatives across the institution, through regular contact to promote discussion and exchange of good practice
- Support the development of the Connector Network and contribute to the ongoing training of the Connectors with regards to student voice, engagement and participation mechanisms
- Provide input and support to the student representative scheme where appropriate
- Assist colleagues in the development of an engaging residential life activity plan which seeks to build connection with students living within the campus community.

4. Person Specification

Essential Criteria

Skills and Competencies

- Graduate or equivalent
- Competence in accurate record keeping and report writing.
- Ability to think creatively and input into innovative engagement techniques including the marketing of new initiatives and programmes to audiences that may be hard to reach
- Event planning and project management skills
- Ability to use own initiative, generate new ideas and the skills to turn these into tangible activity
- Excellent listening skills and the capacity to motivate and encourage students

Knowledge Areas

- Knowledge of the student life cycle, issues that affect a diverse range of students within a higher education context and best practice in a range of areas that can be used to address these

Previous experience

- Experience of being part of a team and working with students in partnership on activities and the development of ideas
- Ability and previous experience of inputting into training
- Experience of working with underrepresented groups and with student voice activities

Professional qualities

- Ability to network, engage and develop productive relationships with a wide range of staff and students at all levels across the institution
- Organisational abilities, including an ability to manage priorities and workloads
- Highly developed inter-personal and communication 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, responsive and able to respond positively to change.