



## 1 Advertisement

**Post Title:** Student Voice Manager

**School/department:** Student Engagement & Enhancement/Student Experience

**Hours:** Full time considered up to a maximum of 1.0 FTE

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

**Contract:** Permanent

**Reference:** 9012

**Salary:** starting at £35,333 to £42,155 per annum, pro rata if part time

**Placed on:** 03 August 2022

**Closing date:** 17 August 2022 Applications must be received by midnight of the closing date.

**Expected interview date:** To be confirmed

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

We seek to appoint an individual who is able to work in collaboration with colleagues across the University to enable the implementation and development of the University's Student Voice Strategy with a particular emphasis on increasing representation from 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. Robust and effective use of evaluation frameworks will also be central to this role. In addition, you will understand the importance and have 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, Head of Student Engagement and Enhancement, all 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>  
<https://www.sussex.ac.uk/study/terms-and-conditions/access-agreements>

## **3. Job Description**

Job Description for the post of: Student Voice Manager

<b>Department:</b>	Student Experience
<b>Section/Unit/School:</b>	Student Engagement & Enhancement
<b>Location:</b>	Bramber House
<b>Grade:</b>	7
<b>Responsible to:</b>	Head of Student Engagement and Enhancement
<b>Responsible for:</b>	Student Engagement Assistant, Connectors working within the area, numbers will fluctuate throughout the year

### **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**

- 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.
- To effectively line manager the Student Engagement Assistant and 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.

- 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.
- 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
- 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.
- 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.**

- 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.
- 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
- 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
- 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.
- 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
- 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
- To monitor internal and external feedback and external benchmarking to make recommendations for process change.
- 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.
- 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 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 inter personal, 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