



1 Advertisement

Post Title: Student Experience Coordinator

School: School of Education and Social Work

Hours: Part time hours considered up to a maximum of 18.25 hours per week. Requests for flexible working options will be considered (subject to business need).

Contract: Permanent

Reference: 5051

Salary: Starting at £21,814 and rising to £25,217 per annum, pro rata

Placed on: 10 December 2020

Closing date: 14 January 2021 Applications must be received by midnight of the closing date.

Expected Interview date: January 2021

Expected start date: January 2021 or soon thereafter

The Social Science Cluster is seeking to appoint a part-time Student Experience Coordinator for the School of Education and Social Work.

This is an exciting opportunity to work in a busy and vibrant unit. The successful candidate will require excellent organisational and IT skills and will be able to demonstrate that they that they can work well as part of a team. Areas of responsibility will include:

- Supporting the development of a programme of student enhancement activities and events; organising the smooth running of these.
- Monitoring the impact of activities and events, as well as overall student experience and satisfaction.
- Administering student attendance and engagement processes, identifying and proposing developments and improvements where necessary.
- Providing administrative support for School committees (e.g. Student Progress Committee);
- Occasional administrative support for faculty organised events.

The successful candidate will have administrative experience within busy and changing environments, excellent organisational skills (including event organisation), creativity, attention to detail and be able to communicate effectively with a range of people.

Please contact Ana Pereira, School Administrator, a.pereira@sussex.ac.uk for informal enquiries.

For full details and how to apply see our vacancies page
<http://www.sussex.ac.uk/schoolsandservices/schools/>

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 at: <http://www.sussex.ac.uk/esw>

3. Job Description

Job Description for the post of: Student Experience Coordinator

School: Education and Social Work

Location: Essex House

Grade: 4

Responsible to: School Administrator

To provide administrative support in respect of student experience and support processes (e.g. attendance monitoring); to contribute to the design of and organise a range of activities to engage and support students (e.g. welcome events, induction party; School careers events; on-campus workshops; etc).

To work closely with the School Administrator and School Director of Student Experience in the development of School level student experience activities.

Key Responsibilities:

1. Support the administration of student experience processes:

- 1.1 Provide administrative support for student attendance monitoring within the School.
- 1.2 Co-ordinate the administration of the School Student Progress Committee and other relevant meetings including minutes.
- 1.3 Provide assistance to student support services in respect of student attendance monitoring processes.
- 1.4 Administer and monitor TWD, PWD and Fitness to Return processes.
- 1.5 Administer and monitor students' Exceptional Circumstance claims and reasonable adjustments

2. Support the administration of student experience activities:

- 2.1 Support and attend student induction processes.
- 2.2 Deal effectively and efficiently with enquiries from staff, students and visitors.
- 2.3 Administer the Student Mentoring provision in the School.
- 2.4 Ensure student notice boards and other physical communications are up to date.
- 2.5 Explain university support procedures to students, where necessary, signpost them to relevant support services.

2.6 Plan, develop and implement student experience activities in liaison with the School Director of Student Experience and School Administrator.

3. Support the administration of student events and associated activities:

3.1 Work with students and staff to contribute to the design, organisation and promotion of activities and events for students.

3.2 Support student recruitment events such as student admissions days and open days.

3.3 Plan, design and propose activities with the objective of enhancing student experience.

3.4 Organise a range of activities aimed at increasing levels of student satisfaction and fostering a sense of community amongst students in the School of Education and Social Work

3.5 Liaise with key staff in central teams and the Student Union as appropriate when organising and publicising events.

3.6 Promote and support the administration of campaigns such as the NSS and Student Barometer.

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

Person Specification

SKILLS / ABILITIES

Essential Desirable

	Essential	Desirable
Ability to deal effectively and to communicate well with people	x	
Ability to work effectively to deadlines while under pressure	x	
Good ICT skills including databases	x	
High degree of accuracy and attention to detail	x	
Ability to explain regulations and procedures in a clear and concise manor	x	
Ability to plan own workload	x	

KNOWLEDGE

Essential Desirable

Knowledge of working in HE environment		x
Knowledge of course and module structures and assessment methods		x
Knowledge of examination board and University regulations in regard to student progress and assessment		x

EXPERIENCE

Essential Desirable

Active involvement or participation in organising large scale events	x	
Experience of student support systems		x
Experience of administrative & clerical systems	x	
Experience of supporting and servicing meetings	x	
Experience of quality assurance and examination matters		x

PERSONAL ATTRIBUTES AND CIRCUMSTANCES

Essential Desirable

Commitment to providing high levels of service to students and staff	x	
Commitment to team working	x	
Commitment to staff development		x
Ability to deal sensitively with anxious students	x	
Ability to exercise creativity and problem solving (with support of School Administrator)	x	