



1. Advertisement

Post Title: Senior Student Engagement Coordinator

School/department: School of Engineering & Informatics/Professional Services

Hours: Full time or part time hours considered up to a maximum of 36.5 hours per week. Requests for [flexible working](#) options will be considered (subject to business need).

Contract: Fixed Term for 12 months

Reference: 6309

Salary: starting at £26,341 to £30,497 per annum, pro rata if part time

Placed on: 19 November 2021

Closing date: 13 December 2021. Applications must be received by midnight of the closing date.

Expected start date: As soon as possible.

Previous Applicants need not apply.

We are seeking to appoint a full-time Senior Student Engagement Coordinator in the School of Engineering and Informatics to line manage a small team and coordinate support for student engagement activities and outputs in the School. This is an exciting opportunity to work in a busy and dynamic team of Professional Services staff. A qualification in Engineering or Computer Science is not a requirement for this post; we are a team with varied backgrounds, interests, education, and experiences and we are looking for an enthusiastic, pro-active individual who exhibits initiative, a can-do attitude and an aptitude for leadership.

In particular, we are looking for someone who is forward-thinking, enjoys exploring new approaches and who is keen to be proactive in developing the school's student experience and engagement offering with a keen eye for identifying areas for improvement. The individual also needs to be comfortable supporting students in varying scenarios including assisting them in disciplinary and student support matters.

Other important qualities are: someone who is a good team member, with excellent consultation and customer service skills, the ability to take a lead, manage change and contribute positively to that change, manage projects, and work effectively under pressure. The successful candidate will display initiative, flexibility and the ability to communicate effectively, both orally and in writing. Good technological skills plus the ability to adopt and adapt to new technologies are important.

Please contact Susan Eamer-Tsoureas, S.Eamer-Tsoureas@sussex.ac.uk for informal enquiries.

For full details and how to apply see our [vacancies page](#)

Please ensure you evidence against all the criteria in the Person Specification on the “Additional information in support of your application” page of your application form.

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/ei/>

3. Job Description

Job Description for the post of: Senior Student Engagement Coordinator

Department: Professional Services

School: School of Engineering & Informatics

Location: Chichester 1, School Office

Grade: 5

Responsible to: School Administrator

Responsible for: Student Engagement Coordinator

Purpose of the post:

To provide high level administrative support to the Director of Student Experience, School Administrator and Senior Management Team. To work more widely with central administrative teams across the University, supporting the student academic journey; welcome and induction events, mentoring programmes; reps and ambassadors; disciplinary matters; careers and academic progress, health & safety. To provide administrative support that focuses on student welfare through involvement in attendance/engagement monitoring and visa compliance, and working with staff within the school and central departments to ensure students are able to engage with their studies and access appropriate support and guidance where needed.

Key Responsibilities:

1 Support the Director of Student Experience (DoSE) and Heads of Departments

- 1.1 Assist in the management of communications and responding to students.
- 1.2 Implement and deliver the initiatives of the DoSE and School Strategy through effective management of the student experience team.
- 1.3 Assist with student support and disciplinary matters. Arrange and support relevant meetings, including the administration of processes involving sensitive

materials and data, such as claims for mitigating or extenuating circumstance.

1.4 Support and organise SSPC (School Student Progress Committees) including providing minutes.

1.5 Support administration of student misconduct procedures.

2 Coordination of Key Student Experience Activities & Meetings

2.1 Develop and deliver a range of activities aimed at increasing levels of student satisfaction and contributing to the School's Strategy.

2.2 Lead on the design and planning of events and activities with the objective of enhancing the student experience, including planning the outcomes and impact of these, and logistical and budgetary fundamentals.

2.3 Identify enhancements to processes and systems which support the improvement of the student experience. Ensure that levels of student satisfaction are reflected in feedback gathered by the School, and present analysis and recommendations for improvement.

2.4 Interpret, analyse and communicate data from a range of sources to evaluate impact and plan for improvement in student experience.

2.5 Provide guidance for quality assurance and student feedback activities such as the SSEG (School Student Experience Group) meeting, NSS (National Student Survey) and other surveys, and via supporting the student reps.

2.6 Support the Student Experience team through effective line management in coordinating the activities of mentors, reps and ambassadors throughout the year and contribute to development in this area.

2.7 Support the operations and improvement of attendance monitoring and visa compliance through effective line management.

2.8 Maintain an awareness of exam board regulations and procedures and if requested, attend examination boards.

3 Work with Key Stakeholders

3.1 Work with the Student Engagement Coordinator and Central Events Departments to develop and deliver high-quality activities that support the school's offering to students in a way that complements their course and furthers the overall School Strategy.

3.2 Work closely with the Teaching and Assessment team to support the enhancement activities around the academic courses.

- 3.3 Work with the DoSE and Senior Management Team to support the School's outputs for the student experience, including helping identify and implement improvements based on the NSS (National Student Survey).
- 3.4 Work with key stakeholders in the central divisions including the Student Experiential Division, Alumni, Student Life Centre, Student Support Unit, Placements, Engagement, OSCAR (Office for Student Complaints, Appeals and Regulations), Health & Safety, Study Abroad and Careers to help develop, promote, publicise and enhance the School's initiatives.
- 3.5 Work with external partners alongside academic and professional services colleagues to develop and deliver initiatives that contribute to the student experience.
- 3.6 Coordinate with the DoSE, Senior Tutors and academic colleagues to raise levels of student experience and satisfaction surrounding the student's academic journey, taking the administrative lead on designing and implementing processes that deliver and track improvements.

4 Line Management

- 4.1 Coordinate the work of the staff within the Student Experience Team including adhoc support from the wider team and temporary staff.
- 4.2 Hold regular one-to-ones.
- 4.3 Conduct staff appraisals.
- 4.4 Encourage and support the development of staff within the Student Experience team and devise effective methods to reward and motivate the team.
- 4.5 Empower staff through effective dissemination of information and management of workloads.
- 4.6 Encourage cross-team working, sharing of information and contribute to the joined-up working of professional services across the School.

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. Some flexible working around days of work, evenings and weekends may be required on occasion.

5. Person Specification for the post of Senior Student Engagement Coordinator

SKILLS / ABILITIES	Essential	Desirable
Ability to lead and motivate a team in a busy and sometimes pressurised environment	X	
Ability to work proactively and reactively in order to monitor, prioritise and delegate a broad workflow	X	
Well-developed administrative and organisational skills with ability to identify and improve processes	X	
Competent IT skills including using databases and spreadsheets	X	
Working with accuracy with attention to detail	X	
Ability to explain regulations and procedures in a clear and concise manner	X	
Ability to deal effectively and to communicate well with people at a range of levels	X	
Ability to influence and persuade	X	
Ability to use and maintain social media platforms and develop a communication strategy	X	

KNOWLEDGE	Essential	Desirable
Knowledge of working in an educational environment	X	
Knowledge and understanding of HE processes, course structures and assessment methods	X	
Knowledge of examination board and University regulations in regard to student progress and assessment		X

EXPERIENCE

Essential Desirable

Experience of working in an administrative role designing, implementing and ensuring team-wide practice of effective systems and processes	X	
Experience of supporting and servicing meetings	X	
Experience of supervising/coaching/motivating others	X	
Experience of recruitment		X
Experiences of supporting quality assurance and examination matters		X
Experience of handling complex student cases such as appeals, complaints and misconduct in an accurate, sensitive and confidential manner	X	
Experience of organising events and multiple projects	X	

PERSONAL ATTRIBUTES AND CIRCUMSTANCES

Essential Desirable

Commitment to providing high levels of service to students and staff	X	
Commitment to contributing to effective team working	X	
Comfortable in a busy, changing work environment and can make a positive contribution to the change	X	
Approachable, professional, calm and discreet	X	
Flexible, resilient and quick-thinking when under pressure	X	
Willing to take on new projects and adapt workload to demand	X	
Able to build relationships with a variety of internal and external partners and establish rapport with other administrative staff, academic staff and students	X	
Ability to deal sensitively with anxious students	X	
Committed to professional and personal development	X	
Willingness to use IT solutions to innovate and improve existing processes	X	
Able to work occasional evenings and weekends	X	