1 Advertisement

Post Title: Student Engagement Assistant
School/department: Student Engagement & Enhancement/Student Experience
Hours: Full time considered up to a maximum of 1 FTE / 36.5 hours
Requests for flexible working options will be considered (subject to business need).
Contract: Permanent
Reference: 7198
Salary: starting at £26,341 to £30,497 per annum, pro rata if part time
Placed on: 26 November 2021
Closing date: 10 January 2022. Applications must be received by midnight of the closing date.
Expected Interview date: TBC
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 focuses on supporting student success throughout University. The team works on initiatives and programmes primarily but not solely outlined in our access and participation plan which aim to support underrepresented 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, student engagement mechanisms and have experience of capturing the student voice through a variety of successful and meaningful ways. You will also understand the importance, and have some experience, of working in partnership with students.

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. An excellent communicator, you will be to develop relationships across the university and sector.

Key Working relationships: Students from across the University, Connectors in co-creation roles, 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.

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 & Engagement 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**

1. To support the Student Engagement and Enhancement Team with the delivery of our Action Plan, transforming strategy into practical initiatives, events and activities that support wider connection throughout the student community.

2. 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.

3. Deliver 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 available
4. 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.

5. Assist with the delivery of the Connector Programme at the university, supporting recruitment and training of Student Connectors, as well as connector project development.

6. Work collaboratively to actively promote the Spirit of Sussex Award (SOSA), supporting delivery of activities to engage students with the award.

7. 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.

Major deliverables, projects, processes, responsibility areas etc.

8. 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.

9. Provide support and activity that is detailed in the student voice strategy focussed around engaging our diverse student body.

10. 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 co-creation activity to help to address areas of improvement across the University in collaboration with stakeholders.

11. To actively use systems to record statistical information and contribute to the production of reports

12. To actively participate and support SOSA Award initiatives across the institution, to promote and engage students in the award.

13. Support the bi-annual SOSA ratification process

14. Support the development of the Connector Programme and contribute to the ongoing recruitment and training of the Connectors.

15. Provide input and support to the SEE Department communications strategy

16. Input into the development of any proposed university wide survey / student voice collection.

17. To actively participate and support engagement initiatives across the institution, through regular contact to promote discussion and exchange of good practice

18. 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 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
- 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 interpersonal and communication skills
- Literate in IT and reporting tools
- Literate in 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.