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**Job Description**

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| **Job title:** | **Student Engagement Coordinator** |
| **Department/School:** | **Centre for Learning and Teaching (CLT)** |
| **Grade:** | **6** |
| **Location:** | **University of Bath premises** |

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| **Job purpose** |
| This purpose of this role is to support the operational delivery, and development of, student engagement at the University of Bath.The post will coordinate the delivery of student surveys and analysis of results. This role supports the Student Engagement Manager, and works to informs strategic planning, decision making and resource allocation at the institutional, faculty and departmental level.Working closely with the Students’ Union and the faculties / School the post will also coordinate and develop a range of student engagement initiatives and projects such as the Change Champions programme, to engage students as active partners in their education.The post will support the Students’ Union, in promoting, coordinating and delivering the Student Academic Representative System, so that students can shape their own experience.Working closely with the other teams within the CLT and key stakeholders across the University, the post will assist in the continual improvement of the University’s approaches to student engagement and communication, in support of University Strategy. |

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| **Source and nature of management provided**  |
| The Student Engagement Coordinator will be expected to be proactive and to work on their own initiative on a day-to-day basis, under the overall direction and line management of the Student Engagement Manager. |

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| **Staff management responsibility** |
| None |

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| **Special conditions**  |
| The post holder will be required to work flexibly at various times throughout the year and there will be restrictions on the ability to take annual leave at peak times. |

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| **Main duties and responsibilities**  |
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| **1** | Coordinate the planning, promotion and ensuring operational delivery of University student surveys (including Unit Evaluation, National Student Survey (NSS), United Kingdom Engagement Survey (UKES), Postgraduate Taught Experience Survey (PTES), and Postgraduate Research Experience Survey (PRES). |
| **2** | Working closely with key stakeholders to plan surveys and ensure they are used effectively; agreeing key population groups, advising on appropriate question sets, working with stakeholders and Marketing to plan effective communication strategies are in place to increase response rates. |
| **3** | Monitoring survey response rates, and adjusting actions and communications plans as needed. |
| **4** | Data reporting. Analysing large, complex data sets to produce accurate reports for a variety of audiences; working with data specialists when needed. |
| **5** | Liaise closely with academic departments, relevant professional services departments and the Students’ Union in order to support them with analysing and interpreting student survey data and using the results to inform integrated planning and the enhancement of practice. |
| **6** | Evaluate the effectiveness of student communications and feedback mechanisms, whilst making recommendations for improvement. |
| **7** | Keep abreast of developments and innovation in Higher Education policy and practice in the area of student engagement and communications in order to inform recommendations, share good practice and generate ideas. |
| **8** | Work collaboratively with colleagues across the University, particularly Marketing and Communications, Doctoral College, and the Students’ Union to support the Student Engagement Manager in developing and implementing a student communications plan. |
| **9** | Contribute to strategic initiatives, working groups and projects within and beyond the CLT in support of University Strategy. |
| **10** | Work closely with the Students’ Union and student representatives to further develop student engagement within learning and teaching. |
| **11** | Coordinate and develop the Change Champions programme in partnership with the Students’ Union and academic departments, so that students can shape and enhance their learning experience. |
| **12** | Promote, support and develop the Student Representation system at the University in partnership with the Students’ Union and academic departments, so that students can shape and enhance their learning experience. |
| **13** | Provide secretariat support for meetings and working groups as required including producing agendas, taking accurate minutes and following up actions. |
| **14** | Assist in the organisation of the annual Directors of Studies Away Day. |
| You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. You are required to follow all University policies and procedures at all times and take account of University guidance |

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**Person Specification**

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| **Criteria: Qualifications and Training** | **Essential** | **Desirable** |
| Educated to degree level or substantial equivalent relevant experience | X |  |
| A Level, or equivalent, Mathematics |  | X |
| Membership or Fellowship of the Association of University Administrators |  | X |

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| **Criteria: Knowledge and Experience** | **Essential** | **Desirable** |
| Knowledge of approaches to student engagement and communications in a University environment | X |  |
| Experience of working with online survey tools for example JISC BOS and/or Survey Monkey |  | X |
| Experience in working independently / autonomously with limited supervision, including experience in prioritising and organising own work and working under pressure | X |  |
| Experience of delivering to deadlines and of taking responsibility and ownership of projects | X |  |
| Experience of drafting papers and reports and writing minutes |  | X |
| Experience of interpretation and synthesis of complex information / data analysis | X |  |
| An understanding of confidentiality and data protection | X |  |
| Awareness of relevant Higher Education policy and current issues |  | X |

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| **Criteria: Skills and Aptitudes** | **Essential** | **Desirable** |
| Excellent numeracy, accuracy and data analysis skills, including ability to manipulate large spreadsheets | X |  |
| Proficient in using standard IT packages particularly in the use of Microsoft Excel | X |  |
| Ability to interpret complex data, prepare succinct, evidence-based reports and recommendations | X |  |
| Excellent oral, interpersonal and written communication skills and ability to work with and influence colleagues at all levels | X |  |
| Good organisational, research and project management skills | X |  |
| An interest in developing student engagement and student communications | X |  |
| Ability to effectively develop and utilise communication channels including web pages and social media |  | X |
| Capacity to work flexibly, and cope with competing demands |  | X |
| Ability to be flexible and deal with frequent interruptions |  | X |
| Diligent, accurate and committed to delivering high quality outputs | X |  |

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| **Effective Behaviours Framework**The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously. |
| **Managing self and personal skills:**Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others. |
| **Delivering excellent service:**Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards. |
| **Finding innovative solutions:**Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation. |
| **Embracing change:**Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas. |
| **Using resources:**Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University. |
| **Engaging with the big picture:**Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others. |
| **Developing self and others:**Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University. |
| **Working with people:**Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills. |
| **Achieving results:**Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria. |