

Job Description

Job title:	Social & Cultural Programme Officer
Department/School:	Skills Centre
Grade:	TBC (0.5 fte)
Location:	University of Bath premises

Job purpose

The Skills Centre provides English language and academic skills courses for in the region of 500 students per year and makes a significant contribution to the University's recruitment of international postgraduate students. A key component of these courses is a Social and Cultural Programme that provides extra-curricular experience through social/cultural events and transitional support for these international students to prepare them for study on University of Bath and other UK university degree programmes.

The main purpose of this post is to provide administrative management, design and delivery of a Social and Cultural Programme, which runs from April to mid-September each year. This also includes providing pre-arrival support and managing student induction in close collaboration with other relevant central services.

This is a challenging and varied role, which involves dealing with a wide range of student and staff-related matters at all levels, sometimes of a confidential and sensitive nature. The post-holder must be able to work on their own initiative, cope under pressure, supervise a team of temporary staff, prioritise effectively and work to demanding deadlines.

The post-holder will be a member of the Centre's Operations team which reports into the Deputy Head of the Skills Centre.

Source and nature of management provided

Pre-sessional Course Leader

Staff management responsibility

The post-holder will be responsible for the day-to-day supervision of up to six fixed-term contract student interns each summer (formally line managed by the Operations Manager)

Special conditions

There may occasionally be the need for the post-holder to work some evenings and/or weekend work with potentially varying hours and work patterns. In the event that any additional hours are accrued by the post-holder, over and above the contracted hours, time off in lieu will be agreed with the line manager.

Main duties and responsibilities

1	<p>Pre-sessional Student Pre-arrival and Student Induction</p> <ul style="list-style-type: none">• Co-ordinate and manage, in close collaboration with Student Services and Accommodation and in liaison with the Head of Pre-sessional, an integrated orientation/induction process to ensure that students feel part of the wider University community before arrival.• Contribute to the development of information required for students pre-arrival.• Manage student induction days in close liaison with Pre-sessional Course Leaders in the Skills Centre and with other central University services, e.g. Admissions, Student Services and Accommodation.• Organise and co-ordinate student welcome events.• Manage any student welfare issues arising during pre-arrival and/or at the point of induction in close liaison with the relevant central services.• Liaise with other relevant Professional Services and the Students' Union to ensure that new students experience a seamless transition into the University and are aware of the range of support services available to them. <p>In liaison with Accommodation, ensure that students are fully advised about accommodation choices and decisions for their time at the University before and after arrival on the Pre-sessional Course.</p>
2	<p>Social and Cultural Programme</p> <p>To manage and co-ordinate the delivery of a high quality Social and Cultural programme for all Pre-sessional students to include:</p> <ul style="list-style-type: none">• Co-ordinating the Social and Cultural Programme activities and excursions in close liaison with the Head of Pre-sessional and Course Leaders.• Planning in collaboration with the Operations Manager appropriate staffing levels and recruit, train and supervise the summer student interns to ensure effective delivery of the Programme.

	<ul style="list-style-type: none"> • Manage all HR-related responsibilities arising from the recruitment of the summer student interns including sickness absence, annual leave/TOIL requests, performance reviews and authorisation of expenses claims. • Designing and delivering 'on-the-job' training of summer interns following initial induction. • Designing and implementing the promotion of the Social and Cultural Programme activities to students as well as communicating with Course Leaders and teaching staff through a range of digital media and other promotional tools. • Creating and delivering opportunities to support interaction between different groups/nationalities of students to strengthen students' social/cultural networks.
3	<p>Additional duties</p> <ul style="list-style-type: none"> • Supporting the Head of English Language and Pre-sessional Course Leaders in the development of new initiatives and activities across the Centre, as required. • Maintaining effective communication with the Deputy Head, Operations Manager and Skills Centre Management Team. • Dealing with telephone, email and personal enquiries appropriately, executing enquiries directly whenever possible and referring others to the appropriate member of staff. • Providing on-the-job training to colleagues when appropriate.
<p>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.</p>	

Person Specification

Criteria	Essential	Desirable
Qualifications		
1. Good level of education: educated to at least A level or equivalent qualifications.	✓	
2. A good first degree or equivalent qualification		✓
Experience/Knowledge		
1. Experience of working in a higher education environment in a student-facing role	✓	
2. Previous administrative experience in a busy, customer-facing environment	✓	
3. Experience of providing a confidential welfare service to students and/or experience of managing and resolving customer queries/complaints		✓
4. Experience of working across departmental boundaries to ensure students receive a more seamless service	✓	
5. Experience of designing, promoting and delivering events	✓	
6. Experience of working with, and supporting students, from a diverse range of backgrounds	✓	
7. An awareness of good data management practice e.g. Freedom of Information, Data Protection		✓
8. Supervisory and/or line management experience	✓	
Skills and Attributes		
1. An ability to understand and work effectively within the broader organisational contexts and structures	✓	
2. Computer literate with experience of MS Word, Excel, email packages and content management system (updating and maintenance of web pages)	✓	
3. Ability to work with the required level of speed and accuracy	✓	
4. Strong planning and organisational skills: <ul style="list-style-type: none"> Highly organised and able to plan and manage priorities. 	✓	

<ul style="list-style-type: none"> • Accurate keeper of records. • Ability to prioritise objectives and work tasks and meet objectives. • Proven track record in completing tasks delivering to time, quality and within budget 		
5. Excellent oral, written communication, and presentation skills	✓	
6. Strong and effective interpersonal and networking skills	✓	
7. Customer Focus <ul style="list-style-type: none"> • Commitment to high quality customer service • Commitment to continuous improvement of the customer's experience • Responsive to customer issues and complaints • Sensitivity to other cultures and strong demonstrable knowledge of and interest in inter-cultural communication 	✓	
8. Leadership and Management <ul style="list-style-type: none"> • Ability to motivate and lead a team - able to be helpful and supportive of team members and engender a sense of creative team working • Work cohesively with colleagues from other teams across the University. • Ability to listen and take advice from colleagues 	✓	
9. Initiative and Problem-solving <ul style="list-style-type: none"> • Deal with customers' concerns and complaints effectively and efficiently • Adapt procedures at short notice when circumstances require 	✓	
10. General <ul style="list-style-type: none"> • Ability to maintain a professional attitude • Ability to work effectively under pressure • Ability to work effectively in teams 	✓	
11. Flexibility <ul style="list-style-type: none"> • Flexible, adaptable and willing to work outside normal working hours occasionally • Willingness to undertake training 	✓	

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.