

Job Description

Job title:	Student Experience Officer
Department/School:	School of Management
Grade:	6
Location:	Post Experience Programmes Office

Job purpose

Based within the School's Post Experience Programmes team, the post holder will support the transition and progression of Post Experience Programmes students through the programme, ensuring their journey is a positive experience.

This is a wide remit where the postholder will work collaboratively as the lead for a range of activities covering student experience and support. This will include:

- Being the primary point of contact for a wide range of student related issues, providing support to students and signposting them to additional University resources where appropriate.
- Taking a central role in the personal tutoring system, proactively engaging with culturally diverse students, with varying career backgrounds and levels of experience. This may involve discussing confidential issues with students who experience personal or professional difficulties that are affecting their studies.
- Working with Directors of Studies and Faculty to provide academic support to students, including guidance on programme progression and completion.
- Planning and executing enhancement activities for students from pre-entry through to programme completion, helping to organise social events in collaboration School colleagues and student groups.

Key to this role is the ability to work flexibly in a team environment, assisting other members of the team in busy periods. All members of the team are expected to contribute to student recruitment activities.

Source and nature of management provided

Responsible to Head of Operations (Post Experience Programmes).
Guidance from the Executive Director (Post Experience Education) and the Directors of Studies.

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Staff management responsibility

No direct line-management responsibility.

Special conditions

The programmes require working some Saturdays, working hours will be adjusted to take this into account. There may be the occasional requirement for attendance at events out-side of normal hours. There is also the potential for some travel to attend international trips if necessary. This will generally be compensated by time off in lieu.

Main duties and responsibilities

1	Support the learning and teaching environment of students
	<ul style="list-style-type: none">(i) Co-ordinate activities with Directors of Study and the operations team to create an integrated support system for students, to include:<ul style="list-style-type: none">a. Monitoring student academic progression, providing advice on programme completion routes, assisting students to make informed decisions about study. Supporting underperforming students and those seeking higher levels of achievement.b. Advising students regarding assessment regulations, claims for individual mitigating circumstances (IMCs), appeals, and options for withdrawal, suspension, and changes to registration status.c. One-to-one support to students who experience difficulties with their studies. The post holder will be required to discuss personal issues with students, who may be in an agitated or distressed state; and to connect them with appropriate resources in a timely and sensitive manner.(ii) Have a thorough knowledge of University's student support provisions, promoting to students and signposting to appropriate areas of expertise where appropriate. Follow up with students to ensure matters have been resolved, maintaining appropriate confidential records.(iii) Maintain a highly visible profile by meeting with students where necessary, at various points during the teaching day.(iv) Attend School committees, to discuss learning support issues and specific student cases. Develop relevant, and up to date

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	<p>working knowledge of, University regulations and procedures for students.</p> <p>(v) Maintain close links with student representatives, helping them to develop strategies for supporting other students who raise queries, concerns or indicate problems. Coordinate approach with Director of Studies.</p> <p>(vi) Keep the Executive Director, Head of Operations and Directors of Studies informed of any relevant issues whilst maintaining student confidentiality.</p>
2	<p>Co-ordination of student integration, social and experiential learning programme</p> <p>(i) Coordinate a comprehensive pre-arrival programme: Advise on campus life, the city, accommodation, study skills. Liaise with Admissions Team to ensure seamless integration from candidate to student.</p> <p>(ii) Develop and organise professional orientation and welcome programme. To include cross-cultural integration</p> <p>(iii) Organise and deliver a range of social events throughout the year. Support student-led social and professional events, encouraging students to recognise diversity in choice of activities</p> <p>(iv) Support the External Engagement and Careers Team to plan and deliver experiential learning activities/networking opportunities, aligned to the School's vision of connecting real experience to the classroom.</p> <p>(v) Initiate broader student engagement activities for students to enhance the student experience, working collaboratively across the School and University to deliver this.</p> <p>(vi) Post programme transition: contribute to organisation of graduation.</p> <p><i>The post holder will be expected to liaise with School staff, central University services and external organisations for delivery of the above.</i></p>
3	<p>Co-ordinating delivery of the Post-Experience Programmes</p> <p>(i) Build and maintain effective professional relationships with the academic staff who teach on the programmes. Support the operations team and support academic staff with module preparation, delivery, assessment completion, post module follow-up.</p>

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	<ul style="list-style-type: none"> (ii) Ensure the classroom and physical environment meets student expectations as far as possible: catering arrangements, lecture and syndicate room space, AV requirements. (iii) Manage and resolve administrative queries that directly impact upon the student experience: <ul style="list-style-type: none"> a. student registration, b. access to university systems c. fee payment issues (iv) Create and maintain accurate student records (v) Take ownership and upkeep of MOODLE sites that support student engagement, welfare and signposting (vi) Provide classroom cover for other team members of the operations team as appropriate. (vii) Provide admin support to the Directors of Studies and Executive Director
4	<p>Communication and data analysis</p> <ul style="list-style-type: none"> (i) Inform Post Experience team and School colleagues, when appropriate, about programme related issues raised by students. (ii) Communicate information directly to students in relation to student support, social events/activities via university's virtual environment (Moodle), email and social media. Identify and fill information gaps. (iii) Analyse student tracking data through the whole student journey, working with colleagues in Admissions, Recruitment and Alumni, to develop initiatives to enhance the broader student experience. (iv) Work with colleagues in the Post Experience team, the School, Student Services, Registry and the Students' Union to provide pre-arrival and orientation information for students. (v) Assist as requested with competitive analysis
5	<p>Recruitment to, and promotion of, Post Experience programmes</p> <ul style="list-style-type: none"> (i) Assist the Post Experience Recruitment Managers in activities to promote the programmes. This may include contributing to: Open House Events, Master Classes, Social Media presence, and encouraging student social media activity.

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6	General <ul style="list-style-type: none"><li data-bbox="371 255 1246 371">(i) Develop an understanding of the School's vision of the student learning experience and the role of the Post Experience Programmes in the School.<li data-bbox="371 398 1262 551">(ii) The post holder will, from time to time, be required to undertake other duties of a similar nature to support the team and/or other colleagues in the school as may reasonably be required by his/her line manager.
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Person Specification

Criteria	Essential	Desirable
Education		
Education to degree level or equivalent Professional Experience	✓	
Experience & Knowledge		
Experience of working with students, both international and post-graduate.		✓
Substantial experience in an administrative support role preferably with experience of student administration or equivalent experience working in a busy office in an administrative role.	✓	
Experience of working within the Higher Education sector.		✓
Proven cultural sensitivity & awareness to deal appropriately at all times with international organisations & diverse individuals.	✓	
Proven ability to work on own initiative, largely unsupervised and as part of a small team.	✓	
Experience of assessing pastoral support needs and when to signpost to better-qualified University colleagues.	✓	
Awareness of the MBA and business school competitive environment.		✓
Skills		
Good understanding of the learning experience requirements of postgraduate students with a high level of professional experience.	✓	
Excellent IT and data skills; <ul style="list-style-type: none"> • Use of MS suite, and work management tools. • Information management skills including a high level of accuracy and attention to detail. 	✓	
Good knowledge of, and ability to engage with, key social media channels.		✓
Ability to take systematic approach to problem-solving.	✓	
Ability to remain calm in difficult situations.	✓	

Person Specification

Excellent organisational and time management skills.	✓	
Excellent communication skills: <ul style="list-style-type: none"> • Communicate effectively and sympathetically with staff, students and members of the public. • Be able to demonstrate high standards of written communications, and oral presentations. 	✓	
Capacity to manage/prioritise a high workload, working to tight deadlines.	✓	
Capacity to work flexibly within a team, with the ability to react positively at short notice, to situations of change.	✓	
Attributes		
Conscientious and motivated with a commitment to getting the job done.	✓	
Team player, putting the interest of the team first.	✓	
Adaptable, flexible and resilient; able to deal positively with changing circumstances.	✓	
Excellent tact and diplomacy skills; with an awareness of confidentiality requirements.	✓	
Empathetic and friendly approach to students.	✓	
An interest in playing a key part in learning experience and personal development of students.	✓	
An awareness of the expectations of students and an understanding of the need to manage these.	✓	
Ability to gain confidence of, and influence, mature students and academic colleagues.	✓	