



Job Description

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| Job title: | Student Experience Officer |
| Department/School: | School of Management |
| Grade: | 6 |
| Location: | Student Experience Enhancement Office |

Job purpose

To support and enhance the learning experience of international MSc students in the School of Management.

The post holder will work with colleagues in the School to support the learning experiences of students from MSc programmes in the School. This is a busy and varied role which requires the post holder to communicate persuasively and tactfully with academic staff, and to be in regular communication with students (which may include confidential matters). The post holder will need to have experience of acclimatising students to the UK educational system as well as excellent organisational skills, demonstrate a good use of initiative and be able to interpret and apply complex information.

In fulfilling these functions, the post holder will foster and maintain a regular working relationship with colleagues in the School, the Student Support Services of the University and the University of Bath's Students' Union.

Source and nature of management provided

Responsible to the Head of Learning and Teaching with specific guidance on academic matters from Directors of Study and Heads of Operations.

Staff management responsibility

Not applicable

Special conditions

As this role involves organising events for students there may be the occasional requirement for attendance at events out-side normal hours.

Main duties and responsibilities

Support enhancement activities for students from pre-entry. The expectation is that this role will concentrate on facilitating the integration of international MSc students, however the nature of students' needs mean that many activities may create benefits which can be utilised by all types of students in the School. The role will involve working within a team with two other Student Experience Officers.

The role holder is also a key contact for Directors of Study and will be expected to have detailed knowledge of University regulations and School procedures which relate to postgraduate students.

1 Support the learning and teaching environment of students

- (i) Work with School Staff, Registry and the Students' Union to provide pre-entry, pre-arrival and orientation information to students, particularly international MSc students.
- (ii) Co-ordinate activities with Personal Tutors and Directors of Study to create an effective integrated support system for students.
- (iii) Liaise with Directors of Study, Heads of Operations, Student Experience Officers, Personal Tutors and University support services in resolving more acute student problems around acclimatisation to study and life in the UK.
- (iv) Develop and organise School-based induction activities and follow-up orientation activities which promote inter-cultural integration.
- (v) Maintain close links with student representatives and help them to develop strategies for supporting other students who raise queries, concerns or indicate problems.
- (vi) Support students in developing student-led enhancement activities (i.e. mentoring schemes, intercultural parties, student societies).
- (vii) Attend appropriate School committees, to discuss learning support issues or specific student cases.
- (viii) Work closely with the School of Management placements staff to help prepare students for the placement experience, specifically to aid students to understand what working in a company will involve.

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| | (ix) Develop good working knowledge, and up-date as necessary, of University regulations and procedures which are relevant to the School's students. |
| 2 | Specialist support service <ul style="list-style-type: none"> (i) Provide one-to-one support to MSc international students who encounter problems acclimatising to the programme or life in the UK. The post holder will be required to spend time discussing issues with students, many of whom may be agitated or distressed. (ii) Liaise closely with University's Professional Services to develop good working understanding of provisions and advertise these to School's students. (iii) Thorough knowledge of University provisions. Act as School expert on University support for visa advice, accommodation, finance and other matters which directly affect overseas students. Refer students on to appropriate Professional Services and follow up with student to ensure matters have been resolved. (iv) Inform School colleagues, when appropriate, about issues raised by students.. |
| 3 | Provision of electronic information <ul style="list-style-type: none"> (i) Monitor and up-date information provided through virtual environment (Moodle), web-sites, social networking sites, etc. (ii) Identify gaps in information, gather and agree appropriate forum in which to provide to students. |
| 4 | Deliver cultural awareness and acclimatisation sessions for induction and follow-up activities <ul style="list-style-type: none"> (i) Liaise with colleagues to provide appropriate pre-entry and pre-arrival information. Liaise with others developing the induction programme of events, to provide appropriate cultural awareness events. (ii) Deliver sessions during induction as appropriate. (iii) Develop and plan continual student engagement activities for international MSc students to enhance the student experience, in liaison with School staff as well as central University services and external organisations. |
| 5 | Strategic <ul style="list-style-type: none"> (i) Work with colleagues to develop and maintain common standards for student support across the School, based on best practice. (ii) Develop an understanding of the School's vision of the student learning experience and contribute to the development of the long- |

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| | <p>term strategy. As appropriate, present ideas for improved services or processes to the School's Executive Board.</p> <p>(iii) Represent the School at appropriate University committees.</p> |
| <p>The post holder will, from time to time, be required to undertake other duties of a similar nature as may reasonably be required by his/her line manager.</p> <p>There may be occasions when the post holder's role and skill set may be required elsewhere within the School, so flexibility will be essential.</p> | |



| Criteria | Essential | Desirable | Assessed by | | |
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| | | | A/F | I/T | R |
| Qualifications | | | | | |
| Good level of general education; educated to A Level (or equivalent) or above | ✓ | | ✓ | | |
| Education to degree level or equivalent | | ✓ | ✓ | | |
| Experience/Knowledge | | | | | |
| Extensive experience of supporting students to integrate into UK education. | ✓ | | ✓ | ✓ | ✓ |
| Prior experience of working in an academically focused role in higher education. Candidates who have not previously worked in higher education will be expected to demonstrate an understanding of, and empathy with, the objectives of a University Management School. | | ✓ | ✓ | ✓ | |
| Experience of working with international or post-graduate students. | ✓ | | | ✓ | |
| Proven cultural sensitivity & awareness to deal appropriately at all times with international organisations & individuals | ✓ | | ✓ | ✓ | |
| Proven ability to work on own initiative, largely unsupervised and as part of a small team | ✓ | | ✓ | ✓ | ✓ |
| Skills | | | | | |
| Evidence of ability to engage or motivate others | ✓ | | ✓ | ✓ | |
| Excellent organisational and project management skills | ✓ | | ✓ | ✓ | |

| Criteria | Essential | Desirable | Assessed by | | |
|---|-----------|-----------|-------------|-----|---|
| | | | A/F | I/T | R |
| Experience of communicating effectively through presentations to large groups | ✓ | | ✓ | ✓ | |
| Excellent communication skills, including high standards of written communication, grammar and spelling | ✓ | | ✓ | ✓ | |
| Experience of events management with a proven track record of delivery | ✓ | | ✓ | ✓ | |
| Ability to give presentations to large groups of students and staff | ✓ | | | ✓ | |
| Excellent IT skills including word processing and use of databases | ✓ | | ✓ | ✓ | |
| Problem-solving ability and the ability to stay calm in difficult situations | ✓ | | | ✓ | |
| Attributes | | | | | |
| Conscientious and motivated with a commitment to getting the job done | ✓ | | | ✓ | ✓ |
| Capacity for independent working as well as the ability to contribute as an active member of the team and be able to negotiate and consult with all those engaged with the School | ✓ | | | ✓ | ✓ |
| Adaptable, flexible and emotionally robust to deal positively with changing circumstances | ✓ | | ✓ | ✓ | |
| Excellent tact and diplomacy skills | ✓ | | | ✓ | |
| 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 | ✓ | | | ✓ | |

Code: A/F – Application form, I/T – Interview/Test, R - References