

## **Student Engagement Officer - School of Medicine & Dentistry - Grade F**

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### Job Description

#### **Purpose**

To undertake engagement and support activities to improve the University student experience and positively impact student achievement and retention rates.

The Student Engagement Officer will monitor student attendance and engagement systems to highlight students who require additional support and relevant interventions within their designated School. Working with colleagues to formulate and devise targeted referrals and interventions to provide personalised support for highlighted students who are at risk of leaving or not succeeding in their studies. They will keep accurate, detailed, and timely records relating to the University's SEAM (Student Engagement and Attendance Monitoring) process and ensure this policy is applied correctly and consistently across the school; building effective and sustainable working relationships with key stakeholder staff involved in SEAM across the University, in particular Student Achievement Services - acting to promote the SEAM policy/process.

#### **Duties**

1. To support and co-ordinate engagement activities that promote student achievement, with a focus on improving student engagement, retention, and completion.
2. Regularly review, interrogate, and monitor student attendance and engagement data, in full compliance with university, in line with the University's regulations and SEAM Policy, to highlight students requiring intervention.
3. Provide advice and guidance to students to improve their engagement via different methods of communication. The position will also act as point of contact and administer additional administrative processes relating to student engagement as required.
4. Assist in the management and maintenance of accurate, robust, detailed, and timely data records and correspondence relating to the University's SEAM policy and all stages therein.
5. To work in partnership with key stakeholders and services, to identify students at increased risk of withdrawal and ensure personalised support, referrals and interventions are implemented.
6. Review engagement data such as first-time submission rates and applications for mitigating circumstances to identify students at increased risk of withdrawal and ensure effective and personalised support is provided.
7. To effectively use existing data systems to generate reports and data insights at programme and module level, then work with colleagues to develop strategies to improve student outcomes.
8. Provide an effective, timely and supportive service to all staff and student queries as per specified business SLA's.
9. Process requests for attendance/engagement reports and data via relevant systems from key stakeholders
10. Engage in relevant University meetings and networks that align to the purpose of your role.

11. To contribute to the development of, and assist in the delivery of, implementation plans for business process changes and improvements around student engagement monitoring.
12. Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities.
13. Staff may be required, from time to time and on an ad hoc basis, to work additional hours and/or hours outside of their normal working pattern to meet the needs of the business.
14. Such other duties as may reasonably be associated with the grade and a role of this nature.

#### Person Specification

#### **Knowledge, Skills, and Behaviours (Essential)**

- Experience of supporting students in an education setting (Application/Interview).
- Experience of extracting, manipulating, analysing, and summarising large data sets to make informed and independent decisions (Application/Interview).
- Experience of keeping detailed process records and all actions taken therein (Application/Interview).
- Educated to degree level and/or equivalent experience within Higher Education sector (Application).
- Understanding of the types of issues students face, and the impact these can have on retention and progression, with the ability to act compassionately (Application/Interview).
- Excellent IT literacy (including MS Office) and knowledge of systems that staff and students utilise in Higher Education (Application/Interview).
- Excellent interpersonal and communication skills (both verbal and written) (Application/Interview).
- Ability to effectively plan, prioritise and organise own workload to meet deadlines (Application/Interview).
- Ability to work effectively and as an individual and part of a team (Application/Interview).
- Ability to liaise with and coordinate the activities of colleagues (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions, and behaviours (Application/Interview).

#### **Knowledge, Skills, and Behaviours (Desirable)**

- Experience of providing pastoral support to students (Application/Interview).
- Experience of stakeholder mapping (Application/Interview).
- Experience of supporting international students (Application/Interview).

- Experience of producing high quality marketing and/or communications materials (Application/Interview).
- Understanding and awareness of the needs of a diverse student body (Application/Interview).
- An understanding of the importance of confidentiality and safeguarding (Application/Interview).