

## **Student Achievement Manager - Student Achievement Services - Grade H**

---

### Job Description

#### **Purpose**

To implement and evaluate projects and strategies to promote student achievement, with a focus on improving student retention and closing awarding gaps.

To work closely with key stakeholders across the University and Students' Union to understand existing student achievement provision to implement improvements.

To inform the development of additional support that contributes to the University's Access and Participation Plan (APP) targets, and institutional Student Opportunity and Success strategy.

#### **Duties**

##### Main Duties and Responsibilities

1. To lead the design, delivery and evaluation of projects to promote student achievement as part of our institutional Student Opportunity and Success strategy and APP commitments and targets.
2. To project manage APP provision and develop relationships with identified academic and professional services colleagues to provide central oversight of the implementation and evaluation of APP activities.
3. To lead, organise and direct the work of the Student Engagement Team so objectives are met, and they are operating efficiently and effectively.
4. To work with colleagues across the organisation to lead the further development and evaluation of the University's Achievement Programme.
5. To be the strategic lead for the University's peer support offer and oversee the implementation and evaluation of peer support across the University.
6. To coordinate and manage the University's welcome programmes for new students, including Welcome Week and January Welcome:
  - Oversee the development, delivery and evaluation of the Welcome Week and January Welcome programmes.
  - Liaise with key senior staff to ensure that the Welcome Week and January Welcome programmes meet expectations.
  - Manage relationships with internal stakeholders such as the Central Timetabling Team, Students' Union, Student Services, Estates and Academic Registry.
  - Liaise with Student Communications to ensure that students are effectively communicated to prior to commencing their studies.
  - Ensure there is appropriate Welcome provision for students who start their programmes outside of the most significant enrolment periods in January and September.

- Ensure that there is a package of targeted communication and activities aimed at the needs of students with traditionally lower levels of satisfaction with their initial experience at the University.
  - Ensure that there is a varied programme of activities on offer to reflect the diversity of the University's student body.
7. Manage the University's Achieve payments and engagement platform.
  8. To support the Head of Student Achievement in the implementation and evaluation of the Unitu feedback platform and associated business processes.
  9. To support the Head of Student Achievement in the implementation and evaluation of the University's Achievement Week provision.
  10. To recognise the needs of groups from low-socio economic and other under-represented backgrounds within the sector and reflect these in the design of activities.
  11. To manage the evaluation of projects and pilots relating to peer support, study skills and student achievement broadly, ensuring best practice is embedded in all development activity and to influence recommendations regarding future funding opportunities and budget setting.
  12. To support the Head of Student Achievement, Director of Student Achievement Services and other senior colleagues to develop and ensure appropriate working partnerships are in place with colleagues, students, and internal School based stakeholders, which are conducive to the effective realisation of the University's strategic aspirations regarding Student Opportunity and Success.
  13. To produce reports for and support the organisation of the Access and Participation Steering Group and key related working groups.
  14. Represent the University internally and externally, contribute professional expertise to national networks and develop and maintain relationships with other HEIs and external agencies.
  15. Undertake any other duties commensurate with the role and grade as determined by the line manager.

#### Person Specification

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

- Experience of leadership within education, including proven record in effectively leading and managing a team (Application/Interview).
- Recent significant experience of student success and/or widening participation projects, with an understanding of the challenges and barriers faced by different groups of students, particularly those who are under-represented in higher education (Application/Interview).
- Recent significant experience in designing interventions and writing Action Plan Proposals (APPs) to support student progression and achievement (Application/Interview).
- Proven experience in evaluation methodologies and applying Theory of Change frameworks to assess program effectiveness and impact (Application/Interview).

- Experience of leading study skills, peer support and/or induction programmes in a large education provider (Application/Interview).
- To be educated to degree level or equivalent professional experience (Application).
- Excellent strategic planning and project management skills, including ability to effectively lead planning meetings (Application/Interview).
- Excellent communication and interpersonal skills to engage and influence colleagues (Application/Interview).
- Ability to work both individually and collaboratively across organisational boundaries, with the capacity to be a constructive team player (Application/Interview).
- Ability to effectively evaluate large scale projects (Application/Interview).
- Ability to generate new ideas and support change management (Application/Interview).
- Excellent IT skills, with familiarity with student engagement tools and platforms (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Creating Opportunity, Being Proud and Supporting All as a framework for decisions, actions and behaviours (Application/Interview).

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

- Experience of implementing student feedback processes to facilitate student success (Application/Interview).
- Experience of implementing impact-based evaluation measures using comparator groups or randomised controlled trials in an education setting (Application/Interview).
- Understanding of EDI related issues impacting different groups of students (Application/Interview).
- Understanding of the transition and induction needs of international students (Application/Interview).
- Management qualifications (Application).