

Lead Student Achievement Officer - Student Services - Grade G

Job Description

Purpose

To lead the design, delivery and evaluation of projects to promote student achievement, with a focus on improving student retention, completion, degree attainment and graduate outcomes. To work closely with key stakeholders across the University and Students' Union to understand existing student achievement provision to implement improvements and 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

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 manage the delivery and expansion of the student mentoring provision and transition activities for new students.
3. To line manage, lead, organise and direct the work of the Student Mentor Team so objectives are met, and they are operating efficiently and effectively.
4. To develop and maintain strong working relationships with stakeholders across the University, including students to enable the effective delivery of projects and to improve understanding of the Access and Participation Plan.
5. To consult and partner with students to understand their experience and identify and deliver improvements to create an inclusive university environment.
6. To support the evaluation of emerging and established projects relating to student achievement, both internally and supporting reporting to external organizations including the Office for Students and TASO (Transforming Access and Student Outcomes).
7. To develop student achievement provision that incorporates sector best practice and reflects student feedback themes in the National Student Survey and internal university feedback channels.
8. To use internal data sets including tableau dashboards to understand the University's student demographic, and to recognise data trends to assist colleagues across the University in identifying areas where action is required against our APP targets.
9. To support the wider development of Student Achievement Services to create an environment where all students have the greatest chance of succeeding in their studies and progressing into graduate employment.

10. To ensure projects are delivered within agreed budgets and that accurate financial records are kept and compliance with university procedures adhered to.
11. To support Service wide provision and institutional activities such as Open Days, Clearing and Graduation.
12. Represent the University internally and externally, contribute professional expertise to regional and national networks and develop and maintain relationships with other HEIs and external agencies.
13. 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 designing, delivering and evaluating student success 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)
- Experience of leading multiple projects simultaneously, working with a diverse range of stakeholders across all levels of a university, with demonstrable ability to prioritise own workload and that of others (Application/Interview)
- Experience of effectively line managing staff. (Application/Interview)
- Experience of delivering Student Mentoring Programmes within a large education provider. (Application/Interview)
- Good Honours degree or equivalent experiential learning (Application)
- Ability to design and confidently lead workshops for students and training for colleagues (Application/Interview)
- Ability to work collaboratively across organisational boundaries, with the capacity to be a constructive team player. (Application/Interview)
- Strong verbal and written communication skills with the ability to present information clearly and succinctly in a variety of formats with a particular focus on report writing (Application/Interview)
- Excellent IT skills, with familiarity with student engagement tools and platforms (Application/Interview)
- Ability to identify new opportunities and develop creative and innovative solutions to current challenges (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 designing and delivering projects for Black students (Application/Interview)

- Experience of designing and delivering projects for mature students (Application/Interview)
- Experience of supporting the transition and induction needs of international students (Application/Interview)
- Experience of supporting the development of an Access and Participation Plan (Application/Interview)
- Evidence of professional development (Application)