

Graduate Student Achievement Officer – Student Achievement Services – Grade E

Job Description

Purpose

To support the design and delivery of projects to promote student achievement, with a focus on improving student retention, completion, degree attainment and graduate outcomes.

The post holder will assist in the design and delivery of initiatives aimed at supporting new students through mentoring programs and transition activities, ensuring a smooth adjustment to university life. Additionally, the role involves providing support to our students, offering administrative assistance, and promoting the services available to students through various channels. The Graduate Student Achievement Officer will work collaboratively with staff and students to create a positive, engaging, and supportive environment that fosters student success and achievement.

The post holder 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.

Duties

1. To support the design and delivery of projects to promote student achievement, with a focus on improving student retention, completion, degree attainment and graduate outcomes.
2. To support the delivery and expansion of student mentoring provision and transition activities for new students under the guidance of the Student Achievement Officer.
3. To provide a friendly, welcoming front-line service to students and graduates using the Student Achievement space, to provide information and advice on all aspects of the service provision and signpost accordingly.
4. To provide 1st line support to students, from the perspective of a recent graduate.
5. Supporting students to access online support and understanding when to make appropriate referrals to the Student Achievement Services teams and wider university support services.
6. To provide administrative support and a recent student perspective, incorporating student voice feedback when updating our resources, website information, social media, user guides and promotional material.
7. Contribute to Student Achievement Services promotional activities, including participation in key events such as careers fairs, open days, welcome events, and achievement activities
8. Support the engagement and retention of students through on-going outreach campaigns, including calling, messaging and outreach activity to ensure those students who may not have used the service or who may benefit from additional support are contacted.
9. 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.
10. Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities.
11. 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 a paid or voluntary position. (Application/Interview).

- Undergraduate degree (gained in the last 2 years) (Application/Interview).
- Ability to relate well to others with good listening skills, respectful of diverse backgrounds, values and beliefs and the ability to empathize and understand the issues faced by students. (Application/Interview).
- Excellent interpersonal and communication skills across a range of settings, including presentation, small groups, and one-to-one support. (Application/Interview).
- Excellent organisational skills, including record keeping and attention to detail. (Application/Interview).
- Ability to work on your own initiative and to work independently as well as part of a team. (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 as a student representative and/or student mentor (or other related student support role) (Application/Interview).
- Knowledge of student support at the University (Application/Interview).
- Experience in supporting projects, particularly those related to student services, engagement, or achievement (Application/Interview).
- An understanding of group- work facilitation skills and/or of delivering activities to groups of students/young people (Application/Interview).
- Experience of event planning and organization (Application/Interview).
- Proficient in the use of Microsoft Office, social media, and an interest in learning new software packages. (Application/Interview).