UNIVERSITY OF LEICESTER

Job Summary

Job Title: Student Engagement Administrator
Grade: 5
Salary: £27,241 to £31,861 per annum, pro-rata if part-time
Hours/Contract: Full-time or job share, permanent
Job Family: Management and Administration
Reference: 14115

Role Purpose

The post-holder is part of the College Student Experience Team and will be responsible for providing and contributing to an effective and customer-focused frontline support service for students. The post holder will deliver professional information and guidance to meet the needs of students on a range of personal, pastoral and programme related issues.

Working with the Student Engagement Manager and the Student Engagement Team Leader, the post holder will work closely with Student Services and Welfare ensuring appropriate signposting is applied. The post holder will also work on student attendance and other defined areas of student engagement including mitigating circumstances to support the enhancement of the student experience.

The post holder will work as part of the wider Professional Services team within the College and support the activities of the team in addition to maintaining their own areas of responsibility.

Main Duties and Responsibilities

Student Support:

- Monitor attendance records to identify students with poor attendance and engagement and act according to the School's procedures.
- Provide information, guidance and signposting to students on a range of personal, pastoral and academic issues through structured sessions and informal drop-in sessions as well as in response to email and telephone enquiries.
- Maintain appropriate records for individual students and facilitate information sharing across the Student Experience sub-teams to ensure effective student service delivery in a shared environment.
- Work closely with our colleagues in central support to deliver the University's new step care model approach to student support. As part of this model, you will deal with student enquires and escalate to student support where required.
- Responsible for the full administration and processing of mitigating circumstances and appeals.

Engagement:

- Prepare and disseminate a range of information and guidance materials, workshops and event for both academics and students.
- Lead on administration duties for the weekly student attendance and engagement panels.

- Develop appropriate and effective communication templates under the guidance of the Student Engagement management team.
- Maintain a working knowledge and understanding of policies, issues and legislation relating to personal, pastoral and academic issues including GDPR.

Student Administration:

Support the wider work of the Professional Services team, providing cover in the absence of colleagues and support at busy times of the academic year. This includes (but is not limited to):

- Maintain an up-to-date operational knowledge of office systems, policies and processes, to help drive innovation and respond quickly and flexibly to change.
- Contribute ideas and propose continuous improvement solutions relevant to the role and general efficiency of the office, taking the lead to implement as appropriate;

Work collaboratively across the School Administration team to support delivery of cross functional objectives.

Internal and External Relationships

Close liaison with the Student Engagement Manager, the Student Engagement Team Leader, the College Support Advisor, the Senior Tutors, Student Support Services (Welfare, Counselling, and Mental Wellbeing), Personal Tutors and all members of the professional services teams.

All academic staff, undergraduate and postgraduate students.

Academic Services, SIAC (Student Immigration and Compliance) Security Office, International Office (Erasmus and Study Abroad), Registrar's Office, Porters, Room Bookings.

Parents, carers, prospective students

Planning and Organising

Work under the guidance of the Student Engagement Manager, Student Engagement Team Leader and the College Support Advisor.

React quickly to any urgent matters and pre-empt issues with pro-active solutions.

Actively keep abreast of changes in procedures, policy and any other factors that may affect the delivery of the School's activities relating to student support matters.

Qualifications, Knowledge and Experience

Essential

- Academic or vocational qualifications (NVQ3, general education to A-Level, City and Guilds or equivalents) plus work experience in a relevant role*
- Experience gained in a student support administration environment where discretion and confidentiality is vital*
- Experience of delivering support to a wide range of student needs*

- Experience of developing good working relationships with colleagues both within a department and institution-wide*
- Experience of maintaining systems and accurate record-keeping*

Desirable

- Use and knowledge of University systems, regulations, processes and procedures
- Knowledge of Blackboard

Skills, Abilities and Competencies

Essential

- Excellent IT skills including Microsoft Office
- Excellent written and oral communication skills, with the ability to give and receive information effectively using a variety of methods to communicate with a wide range of University staff
- A willingness to be flexible towards duties and adaptable to change, including taking a solution focused approach.
- An ability to manage and prioritise a large volume of enquiries in busy periods without compromising on service output.
- An understanding of the importance of meeting customer needs and providing a consistent and high-quality Service.
- Ability to work as both as a member of a team and independently using own initiative when required.

Criteria to be used in shortlisting candidates for interview

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are encouraged to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We encourage all staff as citizens to work flexibly across the University if required. If supporting these activities is likely to affect your workload, please speak to your line manager in the first instance

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

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Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Freedom of Speech

The University is committed to upholding freedom of speech and academic freedom within the law throughout our recruitment processes. We ensure that all candidates are considered based on merit and suitability for the role, without regard to their lawful viewpoints or the expression of challenging or controversial ideas. Our recruitment policies and practices are designed to protect applicants from discrimination or adverse treatment on the basis of their opinions, and to foster an environment where open debate and diverse perspectives are valued as essential to our academic mission.

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high-quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

Athena Swan Silver Award
Race Equality Charter Bronze Award
disability confident LEADER
LGBT+ 2020 - 2021 AWARDEE ORGANISATION
Stonewall DIVERSITY CHAMPIONS