

Job Title: Student Engagement Team Leader (new)

Grade: 6

Department: College of XX

Hours/Contract: Full time or job share, permanent

Job Family: Management and Administration

Role Purpose

Reporting to the Student Engagement Manager, the post holder coordinates the delivery of an efficient and student-centered engagement service for a cluster of academic Schools and programmes within the College, as part of the wider Student Experience team.

The role ensures that engagement processes and services are delivered consistently, professionally and with a focus on continuous improvement, providing academic and professional colleagues, as well as students, with a supportive and seamless experience.

The student-engagement function covers all aspects of student-facing activity, including attendance and engagement monitoring, registration, mitigating circumstances, casework and referrals to central support services.

The post holder line-manages and develops Student Engagement Administrators and Assistants, overseeing workload planning, performance and professional development to ensure the highest standards of service delivery.

Main Duties and Responsibilities	% Time
Service Delivery - Coordinate and oversee student-engagement activity for taught programmes within a cluster of Schools, ensuring processes are delivered accurately and on time. - Deliver all activities in line with agreed University policies, regulations and service standards, escalating issues where interpretation or exceptions are required. - Manage day-to-day operations to ensure daily, weekly and monthly routines are planned, monitored and completed, maintaining full-service coverage and compliance with agreed standards. - Co-ordinate teams to administer and monitor key student processes, within agreed framework including: - day to day delivery of registration, attendance and engagement monitoring, student accessibility needs, and mitigating circumstance processing. - Meet with students to ensure support for their individual needs and circumstances ensuring appropriate record keeping. Identifying students at risk and following escalation protocols. - Support referral processes by working with College allocated Student Support Advisers to ensure students are appropriately directed to University support services.	60



• Ensure accurate record-keeping, data-quality monitoring, and completion of required return • Keep up to date with changes to regulations and policies, implementing amendments promptly and accurately. • Provide advice and guidance to students and staff on engagement procedures and regulations, escalating complex cases to the Student Engagement Manager. • Work collaboratively with Curriculum and Assessment Team Leaders within the College to ensure joined-up delivery of student lifecycle activities and a consistent approach to student support. Continuous Improvement • Work collaboratively with the Student Engagement Manager and fellow Team Leaders to identify and implement improvements to processes, systems and service delivery. • Use feedback and data to evaluate service performance and implement measurable actions that enhance efficiency and the student experience • Analyse and present engagement and performance data to inform operational decisions and demonstrate service impact. • Ensure staff understand and apply service measures, reviewing metrics regularly and acting on findings to drive continuous improvement. Team Management and Development • Line-manage and develop Student Engagement Administrators and Assistants, setting clear objectives, delegating and monitoring tasks, and managing performance in line with University policies. • Plan workload allocation and cover to always ensure adequate resource, proactively flagging resourcing or service-risk issues to the Student Engagement Manager. • Support recruitment, induction and training of team members, ensuring they understand processes, systems and standards. • Encourage cross-training and rotation (where capacity allows) to build capability and flexibility within the team. • Promote a positive, inclusive and customer-focused team culture, modelling professional standards and behaviours.	15 25
Internal and External Relationships • Reports to the Student Engagement Manager within the College Student Experience Team. • Line management of Student Engagement Administrators and Assistants. • Works closely with the Curriculum and Assessment Team Leaders and other Student Engagement Team Leaders to ensure consistent practice. • Liaises with academic Schools, central College Student Support Advisers and central services (e.g. Student Support Services, Accessibility, Student Registry Services, Education Services, Student Conduct and Complaints) to provide seamless support.	





Engages with student representatives and placement providers to ensure services remain responsive to feedback.

Planning and Organising

- Works under the direction of the Student Engagement Manager, using initiative and independence to prioritise daily work.
- Plans and organises own and team activities in line with the academic calendar and service deadlines.
- Reviews and adjusts workload plans to accommodate peaks in demand and changing requirements.

Qualifications, Knowledge and Experience

Essential

- Degree or equivalent vocational experience, and/or substantial experience in similar or related roles.*
- Proven experience coordinating administrative or student-support services in a busy, multi-stakeholder environment.*
- Demonstrated ability to supervise or guide staff, allocate work and monitor performance to meet service standards.*
- Evidence of delivering excellent customer service and implementing improvements that enhanced efficiency or student satisfaction.*
- Experience using large-scale IT or student-records systems to manage operational processes and ensure data accuracy.
- Proven experience of working with and interpreting policies, procedures and regulations accurately in day-to-day operations.*
- Commitment to equality, diversity and inclusion and to continuous personal and team development.

Desirable

- Experience of leading small teams within a higher-education or comparable complex environment.
- Evidence of contributing to process or service improvements leading to measurable efficiency or quality gains.
- Familiarity with student-engagement and wellbeing frameworks and escalation protocols.

Skills, Abilities and Competencies

Essential

- Excellent written and oral communication skills, demonstrated through producing clear correspondence, guidance and reports for students and colleagues.*
- Strong planning and organisational ability, with proven capacity to manage multiple priorities and meet tight deadlines.*





- Ability to supervise, motivate and support staff, setting clear expectations and providing constructive feedback to achieve high service standards.*
- Proven interpersonal and teamwork skills, with the ability to build effective working relationships and collaborate across departments to deliver a seamless student experience.
- Analytical and problem-solving skills, including the ability to interpret data, identify issues and propose practical, evidence-based solutions.
- High level of digital literacy, including proficiency in Microsoft Office and large administrative or student-records systems for data input, monitoring and reporting.
- Ability to adapt to change, showing flexibility and resilience during busy or high-pressure periods.
- Commitment to professional development, continuous improvement and embedding equality, diversity and inclusion in all aspects of team and service delivery.

Desirable

- Evidence of coaching or mentoring skills to support staff learning and performance development.
- Ability to analyse student-engagement data using dashboards or reporting tools to identify trends and support decision-making.
- Awareness of student-support and wellbeing processes within higher education and the ability to escalate concerns appropriately.

*** 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.

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.

