

Job Title: Student Engagement Manager (new)

Grade: 7

Department: College-based

Hours/Contract: Full time or job share, permanent

Job Family: Management and Administration

Role Purpose

As part of the College Professional Services management team, the post holder is responsible for the operational planning, management and delivery of student-engagement processes for all taught students in the College.

This includes management of engagement, attendance and casework processes; oversight of service delivery and team performance; provision of advice and guidance on engagement policies; and line management of Student Engagement Team Leaders, Administrators and Assistants.

Reporting to and working closely with the College Student Experience Manager, the post holder supports the delivery of the College's student-experience strategy through the effective management of engagement processes. They will work collaboratively with counterparts across other Colleges and key teams in Student and Academic Services to review, develop and embed engagement systems that support a diverse and inclusive student community, including on-campus, distance-learning, apprenticeship and partnership provision

Main Duties and Responsibilities	% Time
Operational Planning - Plan, coordinate and manage annual student-engagement activity across the College, in line with the Student Experience Manager's strategic objectives, ensuring deadlines and quality standards are met. - Provide regular progress and performance reports to the Student Experience Manager, analysing engagement data to inform College-wide planning, risk monitoring and service improvement. - Build and maintain effective operational relationships with Schools and central services (e.g. Student Support Services, Student Registry Services, Student Conduct and Complaints, Education Services). - Monitor resource requirements and contribute to budget and workforce planning for the student-engagement function, ensuring value for money. - Represent Student Experience or College Professional Services on cross-functional projects, events and committees. - Promote a culture of continuous improvement by identifying and implementing process enhancements that increase efficiency and improve student outcomes. - Work collaboratively with the Curriculum and Assessment Manager to align student-engagement processes with curriculum and assessment timelines, ensuring information flows correctly and activities are coordinated across the student lifecycle	30
Team Management	25



- Line-manage and develop Student Engagement Team Leaders, Administrators and Assistants, allocating work, monitoring performance and ensuring adequate capacity during key periods. Delivering Student Engagement Processes - Oversee and ensure the accurate and timely administration of all student-engagement processes, including: <i>Student management:</i> registration, attendance, engagement monitoring and mitigating circumstances. <i>Case management:</i> Supporting students with low-level concerns (Levels 1 and 2 of the stepcare model of Student Support), liaising with centrally managed College Student Support Advisers to ensure consistency, and referring students with Level 3 and above concerns promptly to University support services. <i>Student Engagement Panels:</i> Co-ordinating and running Engagement panels, working with academics and professional services colleagues to review student cases, agree targeted interventions, and track outcomes to support student progression. <i>Governance:</i> servicing engagement-related committees, data quality checks and returns. - Monitor compliance with Senate Regulations and policy requirements, escalating risks and exceptions to the Student Experience Manager when they cannot be mitigated. - Provide expert advice to colleagues on engagement processes, ensuring consistent application across Schools and accurate guidance to students.	35
Improving Processes and Systems - Review and refine engagement processes to ensure they are documented, accessible and consistently implemented. - Collaborate with Student and Academic Services and Student Engagement Managers across Colleges to standardise good practice and remove duplication. - Analyse and present data on attendance, engagement and case outcomes, identifying trends and recommending actions. - Coordinate and undertake User Acceptance Testing for upgrades or enhancements to engagement systems, ensuring staff training and smooth implementation. - Make recommendations for improvements to the development of college-level policy and procedural guidance to embed consistent, efficient engagement practices across all schools within the College	10
Internal and External Relationships	
Line-managed by the Student Experience Manager within the College Student Experience team.	





- Line-management responsibility for Student Engagement Team Leaders, Administrators and Assistants.
- Works closely with the Curriculum and Assessment Manager, academic programme teams and central professional services to provide a seamless student experience.
- Collaborates with Student Engagement Managers across Colleges to ensure consistency of practice.
- Liaises with external placement providers and professional bodies where required.
- Engages with student representatives and student-voice mechanisms to ensure services remain responsive to student needs.

Planning and Organising

- Works under the direction of the Student Experience Manager while exercising a high-level of independence in day-to-day decisions.
- Plans and allocates resources to meet academic-year peaks and statutory deadlines.

Qualifications, Knowledge and Experience

Essential

- Degree or equivalent vocational experience, and/or substantial experience in similar or related roles.*
- Proven understanding of the student-lifecycle and associated support processes, evidenced through experience in Higher Education or a similar complex environment.*
- Evidence of managing records within large-scale databases or student-record systems, ensuring data accuracy and compliance.*
- Demonstrated experience of delivering high-quality customer service and implementing improvements that produced measurable benefits for students or stakeholders.*
- Proven ability to use digital tools and data analysis (e.g. spreadsheets, dashboards, databases) to monitor performance and inform decisions.*
- Track record of planning and delivering projects or large-scale operational processes to agreed timescales and quality standards.
- Experience of using complex IT systems, such as student-record or enquiry-management systems, to manage workflows and analyse outcomes.*
- Demonstrated ability to interpret and apply regulations, policies and procedures, providing clear, accurate advice to others.*
- Evidence of collaborating effectively with a wide range of stakeholders, including academic and central professional staff, to enhance student engagement.
- Experience of line-managing or supervising staff, including allocating work and supporting development.*

Desirable

- Evidence of leading or contributing to service-improvement initiatives resulting in measurable efficiency or satisfaction gains.





- Familiarity with student-support and wellbeing frameworks and referral processes.

Skills, Abilities and Competencies

Essential

- Excellent written and oral communication skills, demonstrated through producing clear reports, guidance and correspondence for varied audiences.*
- Strong planning, organisational and problem-solving skills, with evidence of managing multiple priorities and meeting tight deadlines.*
- Ability to build and maintain effective working relationships and to influence others through collaboration and clear communication.
- Proven analytical and data-interpretation skills, with the ability to translate findings into practical improvements.
- Ability to understand, apply and advise on complex regulations, ensuring compliance in student-engagement processes.*
- Demonstrated flexibility and adaptability, responding positively to change and managing shifting priorities effectively.
- Commitment to personal and team development and to embedding equality, diversity and inclusion in operational delivery.
- Resilience and professionalism under pressure, maintaining a calm, student-focused approach during busy or sensitive periods.

* **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.

