



## Student Engagement Officer - Job Description

**Job title:** Student Engagement Officer

**Immediately responsible to:** Student Engagement Manager

**Functional Relationships:** Student Services, Heads of Department, Academic staff, Technical staff

**Job Purpose:** As a member of staff within the Student Engagement team, the post holder will coordinate a range of student engagement and user experience activities to support a positive student experience. The post holder will also coordinate a wide range of campaigns and initiatives and support the delivery of high quality academic skills support for students, with a focus on supporting students transitioning into University. In addition, the post holder will lead the delivery of student engagement activities which will involve working closely with a variety of internal and external stakeholders.

### Main Activities and Responsibilities

- To participate in LMA's student recruitment strategy
- To attend and co-ordinate recruitment events, locally and nationally
- To create, enhance and maintain links with targeted schools and colleges
- To report on activity associated with link partners and projects
- Contribute and support open days and other cross University recruitment and marketing events
- Produce and manage a variety of enrichment activities that are engaging and fun, ensuring that the impact on the students is evidenced and adds value to an outstanding student experience
- Research, develop and produce materials for welfare tutorials, Google Classroom tutorials, students finance tutorials and deliver tutorials to groups of students at all levels
- Work closely with Student Services and curriculum areas to support activities and events that support students
- Lead on and increase student participation at social activities and events and lead on the management of student sponsored activities
- Work closely with staff to develop a culture of zero tolerance towards anti-social behaviour including bullying, swearing, physical and emotional abuse
- To assist and signpost students effectively and efficiently to enable them to access specialist support services where appropriate
- Take responsibility for keeping up to date on student related issues at both a local, regional and national level

- To oversee the student ambassador scheme and maximise their effectiveness across the University
- Coordinate Staff Student Liaison Committee meetings and take minutes as required
- Fulfil any other duties as appropriate

#### **Other Activities and Responsibilities**

- Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities
- Ensure and promote the personal health, safety and wellbeing of staff and students
- Carry out duties in a way which promotes fairness in all matters and which engenders trust
- Promote equality of opportunity and support diversity and inclusion

#### **Person Specification**

- Previous experience working within 11-18 education, further education or higher education
- Experience of working in a student recruitment, outreach or widening participation environment
- Experience of providing information, advice and guidance within a HE context to promote higher education pathways to prospective students
- Confident public speaker with experience of delivering presentations and programmes to a range of audiences
- Excellent administrative, organisations and time management skills
- High level of IT proficiency, particularly with Google applications
- Knowledge and understanding of the UCAS admissions and student finance processes
- An understanding of working with young people and vulnerable adults and issues relating to safeguarding
- Able to work productively and flexibly as part of a small team
- Able to work independently
- Knowledge of issues facing the UK higher education sector
- Knowledge and understanding of recruitment issues and challenges
- Experience of website management, social media and digital knowledge