



Student Engagement and Experience Officer

Reference: 0006-23
Grade: 8
Salary: £35,333 to £42,1555 per annum, depending on experience
Contract Type: Permanent
Basis: Full Time

Job description

Main duties and responsibilities

Student Engagement:

- ▶ To be responsible for the monitoring of student engagement including running weekly reports highlighting levels of concern and liaison and collaboration with staff responsible for engagement across the University.
- ▶ To undertake casework in relation to student engagement and maintain accurate records on the case management system.
- ▶ To analyse data relating to student engagement. This involves extracting data and data analysis, as well as interpreting trends or patterns and providing data reports for the Head of Department.
- ▶ To arrange to see students of concern who may be at risk of withdrawal, including those in jeopardy, and make referrals to relevant support services.
- ▶ To maintain and update the student engagement information on the Aston University web site and on My Aston Portal (MAP).
- ▶ To monitor the effectiveness of the student engagement process, maintain statistics and produce reports as required.
- ▶ To provide advice and support on student engagement issues and be responsible for queries to the Student Engagement shared email inbox.

Events:

- ▶ To assist in the planning and delivery of student engagement activities across the University.
- ▶ To foster relationships and work collaboratively with a wide range of internal and external stakeholders such as Academic Schools, the Students' Union and Multi-Faith Centre to facilitate successful delivery.
- ▶ To continue development of the 'New Students' sections of the Aston University web site, ensuring that all content is clear and accessible, in line with University guidelines on web authoring.
- ▶ To work with the Student Communications Officer to provide and publish information regarding events and activities across the University communication channels and social media.
- ▶ To monitor and evaluate the effectiveness of events and activities and make recommendations for development and continual improvement of the student experience.
- ▶ To assist in the planning and delivery of student enrolment events.

Additional responsibilities

- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities to develop themselves and support the development of others.
- ▶ 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 as well as working to support the University's environmental sustainability agenda and practices.

Person specification

	Essential	Method of assessment
Education and qualifications	<ul style="list-style-type: none"> • Qualified to undergraduate degree level or equivalent experience. 	Application form
Experience	<ul style="list-style-type: none"> • Experience of understanding and interpreting policy, regulations and guidance. • Experience of student focused project or event management. • Experience of dealing with large volumes of data, working with Excel spreadsheets including extracting and comparing data from a number of sources for analysis. • Experience of assisting students in states of crisis or distress, including homesickness and culture shock. • Experience of assisting students with sensitive issues and maintaining confidentiality. 	Application form, interview and presentation
Aptitude and skills	<ul style="list-style-type: none"> • Ability to perform effectively in a busy work environment, to manage a diverse workload and respond to frequently changing priorities without constant supervision. • A sound working knowledge of Microsoft Office products eg MS Project, Word, Excel and PowerPoint and the ability to use an electronic case recording system. • An interest in the issues experienced by students and the drive and ambition to make a positive difference to their HE experience. • A high standard of written and spoken English, with the ability to produce clear and concise written material, such as reports and note taking in meetings. 	Application form, interview and presentation

	Essential	Method of assessment
	<ul style="list-style-type: none"> • A self-confident, enthusiastic and dependable approach with an ability to work collaboratively, as a member of a team. • Strong interpersonal skills, including the ability to communicate confidently and effectively with a broad range of people and clients from a wide variety of backgrounds with tact, diplomacy, empathy and patience. • A focus on personal development, attendance on relevant training courses and a willingness to undertake training to improve his/her skills base. 	

	Desirable	Method of assessment
Education and qualifications	<ul style="list-style-type: none"> • An advice-based qualification and/or a qualification in events management. 	Application form
Experience	<ul style="list-style-type: none"> • Experience in a student facing role in Higher Education in which information and advice is provided. • Experience of the induction and arrival process in HE from an organisational point of view. • Knowledge of University systems (such as SITS), of student portals and of the CELCAT room booking software. 	Application form, interview and presentation

How to apply

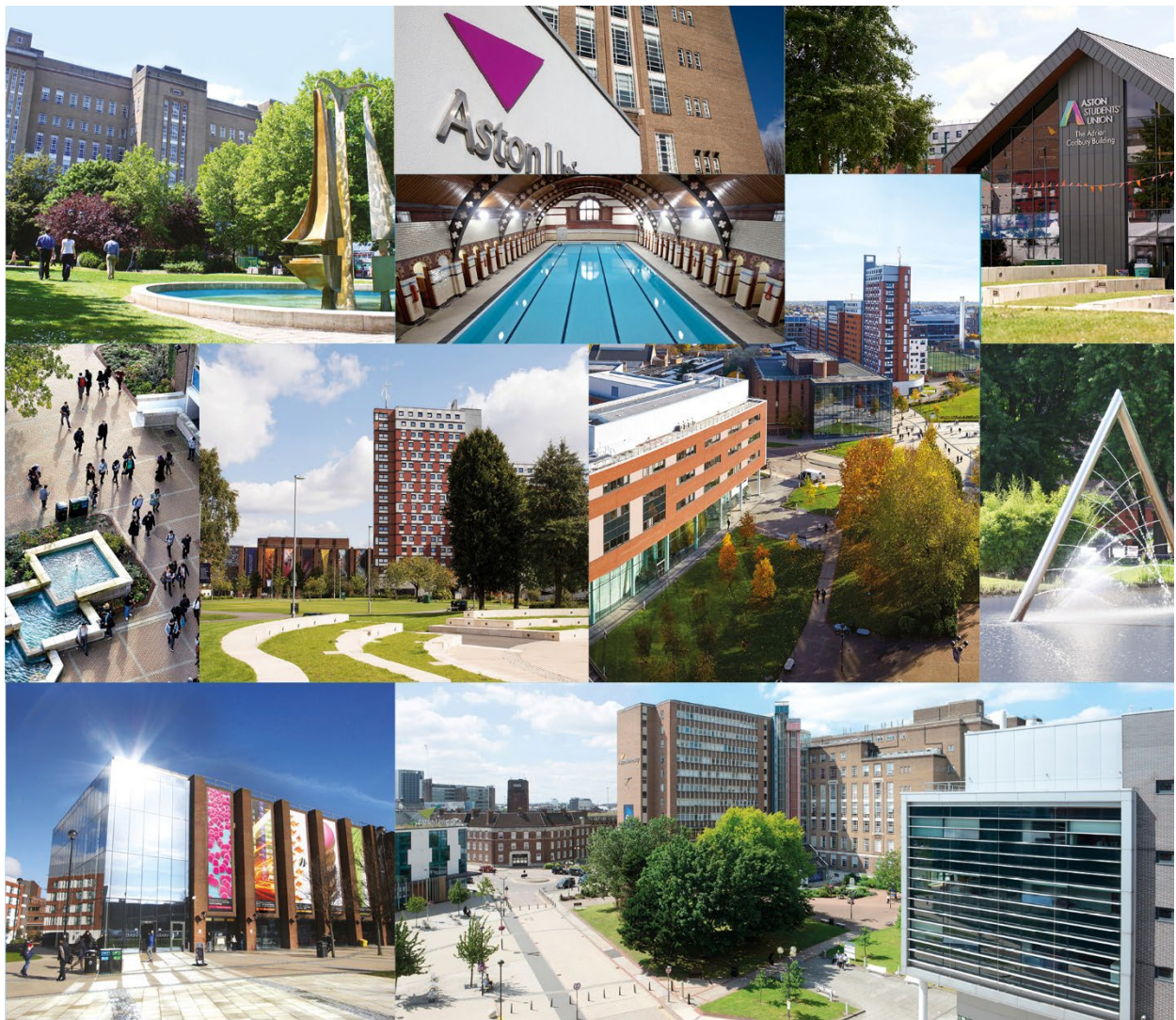
You can apply for this role online via our website <https://www2.aston.ac.uk/staff-public/hr/jobs>.

Applications should be submitted by 23.59hrs GMT on the advertised closing date.

All applicants must complete an application form, along with your CV.

Any CV sent direct to the Recruitment Team and Recruiting Manager will not be accepted.

If you require a manual application form then please contact the Recruitment Team via jobs@aston.ac.uk.



Contact information

Enquiries about the vacancy:

Name: Sophie Taylor
Job Title: Head Of Student Centre Services
Email: s.taylor10@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:

Recruitment Team via jobs@aston.ac.uk or 0121 204 4500.

Additional information

Visit our website <https://www2.aston.ac.uk/staff-public/hr> for full details of the salary scales and benefits that Aston University staff enjoy.

Salary scales: <https://www2.aston.ac.uk/staff-public/hr/payroll-and-pensions/salary-scales/index>

Benefits: <https://www2.aston.ac.uk/staff-public/hr/Benefits-and-Rewards/index>

Working in Birmingham: <https://www2.aston.ac.uk/birmingham>

Employment of Ex-Offenders: Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

Eligibility to work in the UK:

Post-Brexit transition period / EU Settlement Scheme

The post-Brexit transition period ended on 31 December 2020. If you are an EU/EEA citizen and you were a resident in the UK before 31 December 2020, you and your family members (including non-EU citizens need to apply to the EU Settlement Scheme to continue to live, work and study in the UK beyond 30 June 2021. The deadline for applying to the EU settlement scheme is 30 June 2021. You can apply via the Government webpage <https://www.gov.uk/settled-status-eu-citizens-families>

Irish Nationals do not need to apply for settlement as they retain the right to work in the UK.

New immigration system for EU/EEA and Swiss Nationals who were not resident in the UK before 31 December 2020

A new immigration system has been introduced for people arriving in the UK from EEA countries with effect from 1 January 2021. In addition to those who have always required a visa, EU citizens moving to the UK to work will need to get a visa in advance. You can find more information on the following website. Candidates should check their eligibility to enter or remain in the UK in advance of making any job application via the UKVI website <https://www.gov.uk/browse/visas-immigration/work-visas>. Before applying you should ensure that you meet the requirements, including meeting the English Language requirements. If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful.

If you require a visa to work in the UK the most common types of visa are:

Skilled Worker Visa

<https://www.gov.uk/skilled-worker-visa>

Global Talent Visa

If you are a leader or potential leader in one of the following fields you may be eligible to apply for a Global Talent Visa:

- Academia or Research
- Arts and Culture
- Digital Technology

Please click the following link for further information and to check your eligibility for this visa.

<https://www.gov.uk/global-talent>

Equal Opportunities: Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career.

An Equal Opportunities Monitoring Form is included within the application form. Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its Policy, Codes of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.

Data Protection: Your personal data will be processed in compliance with the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679) ("GDPR"). The University's Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at <https://www2.aston.ac.uk/data-protection>. Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

Full details of our terms and conditions of service and associated policies and procedures are available online at <https://www2.aston.ac.uk/staff-public/hr/policies>

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aston.ac.uk



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