

J o b D e s c r i p t i o n

Position:	Student Experience Coordinator
School/Service:	Student Services and Experience
Reference:	0334-26
Grade:	Grade 5
Status:	Permanent
Hours:	Full-time – 36.25 hours per week 08:45am – 17:00pm, Monday – Friday (Some work outside these hours may be required e.g., Open Days, Welcome and Induction events, attending staff development sessions)

Reporting to: Team Leader: International Support and Student Experience

Main Function of the position:

- Students as Partners Framework – oversee non-academic student voice and feedback initiatives, working collaboratively with the Quality Transformation Unit (QTU), Students' Union (SU) and Marketing, Recruitment and Admissions
- National Student Survey (NSS) – lead the planning and delivery of NSS communication campaigns and student engagement activity, working in partnership with academic and professional services to meet institutional response targets
- Environmental Sustainability – represent Student Services and Experience at the Environmental Sustainability Network, coordinating student engagement activity linked to environmental sustainability priorities
- Student Experience Projects – contribute to and support the delivery of Student Experience Live projects, using data insight and feedback to inform continuous review and development of services to enhance the student experience
- Mandatory Student Training – oversee completion rates of mandatory, required and recommended student training owned by Student Services and Experience, working with academic and professional services to develop communication campaigns
- Lead on the development of various student surveys such as National Student Survey (NSS), UK Engagement Survey (UKES), Postgraduate Taught Experience Survey (PTES) and the Postgraduate Research Experience Survey (PRES).
- Create, establish and coordinate student focus groups to gather feedback from students and stakeholders on service provision, improvements and identify themes and trends.

- Present information to the Student Life Manager with a solution focussed view of how services and support can be reviewed in light of feedback.
- Work closely with the Students' Union to establish online forums, informal focus groups to gather feedback from Students. Provide platforms for students to raise concerns and identify developments in a safe environment.
- Provide effective administration support to the Student Life team, ensuring that staff are able to access resources in a timely manner.
- Support a number of projects to ensure the student voice is being listened and responded to and continuously review services to help students get the most out of their experience at the University.

Principal Duties and Responsibilities:

1. Oversee non-academic student feedback initiatives to enhance the student voice, including: surveys, focus groups (Student Panels), and consultation activities, gathering data to inform directorate Access Participation Plans (APP).
2. Working within the Students as Partners Framework to develop peer-led student opportunities, such as Student Ambassadors and peer mentoring schemes, to support student induction, transition and belonging.
3. Work closely with the Team Leader: International Support and Student Experience to analyse student feedback data, developing reports and recommendations that directly informs service improvements.
4. Evaluate feedback data to identify trends and patterns, coordinating targeted student engagement communication and initiatives to close feedback loops, supporting a model of continuous service improvement.
5. Oversee NSS engagement initiatives to maximise student participation, working with Student Data Management to launch targeted communication, promotion and awareness of the National Student Survey (NSS).
6. Work closely with the Quality Transformation Unit (QTU) and Students' Union (SU) to support NSS engagement activities, developing action plans to meet institutional response rate targets.
7. Contribute to university wide student engagement initiatives that embeds and promotes environmental sustainability across the whole student journey to enhance student experience.
8. Work closely with the Student Experience team and other academic and professional service colleagues to develop environmental sustainability events and partnership opportunities, driving national awareness campaigns.
9. Analyse and evaluate student feedback data related to environmental sustainability, producing reports that inform university wide service developments to improve the university's Higher Education sector ranking.

10. Develop and coordinate a 12-month Student Engagement Plan aligned to key stages of the student journey, referencing Student Experience Live Projects, student events and national awareness and feedback campaigns.
11. Work closely with students as partners in the co-creation of student engagement activities, monitoring outcomes, maintaining the Students as Partners Framework, and contributing to institutional reporting to inform impact and effectiveness.
12. Support and contribute to the Student Services and Experience core values and objectives, working collaboratively with colleagues across the directorate to improve service delivery and student experience.
13. Monitor and track mandatory, required and recommended student training, supporting with the coordination of completion rate reports to academic schools to increase student engagement and uptake, ensuring adherence to regulatory compliance (OfS).
14. Work closely with the Library Service in the development of the Skills Hub, supporting annual reviews of student training modules to ensure content remains current and reflects the needs of our students and regulatory compliance requirements.
15. Coordinate student training campaigns across induction and other key student journey milestones, working alongside the Quality Transformation Unit (QTU) and Students' Union (SU) as part of the Students as Partners Framework.
 1. Review and develop the university's student survey provision. Working with Professional Services and Academic faculties to ensure feedback levels remain high.
 2. Identify improvements and produce action plans to improve the way students submit feedback, working to the Student Engagement Framework.
 3. Work closely with the Learning Life Manager to review the results of the various surveys to ensure that feedback is listened to and changes are implemented.
 4. Hold regular focus group meetings with students from various backgrounds and academic areas, to establish feedback and implement effective changes as required.
 5. Work closely with the University Marketing department and other professional services to develop student communications, ensuring that students are made aware of key developments throughout the academic year.
 6. Create and deliver various campaigns throughout the academic year to support students, working closely with the Students' Union.
 7. Lead on the development of campaigns around student satisfaction at key points within the academic year such as exam periods or enrolment.
 8. Undertake regular meetings with the Students' Union, and be the first point of contact for the Students' Union President and the Students' Union General Manager.
 9. Work with the International support team to review and enhance the student experience and continuously adjust services to support their experience.

10. Work closely with the Sport and Wellness centre, assisting in the development of feedback and focus groups around sport and wellness. Work closely with the Sports Centre Manager and Duty Officers.
11. Promote key events and campaigns for students to support their progression at the University at the IoM and Queens Campus.
12. Develop a calendar of key national events that are held throughout the year to ensure students can engage in these events both online and on campus.
13. Work closely with Student Services to promote Student Funding initiatives such as Budgeting. Promote the Student Support Fund to all students.
14. Responsible for monitoring and sharing student engagement data with the department and wider university structure such as NSS Results, Student Feedback, and student polls.
15. Participate in enrolment, open days, graduation, induction and Student Services and Experience events as required.
16. Ensure and maintain integrity and confidentiality of data and associated data protection and patent practices in line with statutory and corporate requirements.
17. Ensure a safe working environment and abide by University health and safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy at all times.
18. To identify trends in service demand from all customer contacts and to highlight/share this information with the appropriate team and/or line manager to support the accreditation of Customer Service Excellence award.

The post holder will be expected to:

- Work flexibly including evenings and at weekends for events such as enrolment, open days and Student Services events, remaining flexible in the event of a crisis or emergency situation.
- Attend and participate in work related training and staff development activities, which may take place off campus and involve overnight stay.

Note:

This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary, update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

Please note that this appointment may be subject to Disclosure and Barring Clearance.

The university is committed to upholding academic freedom and freedom of speech within the law. We support open and respectful debate, the exchange of ideas, and the right of staff and students to question, test, and advance knowledge without constraint, while recognising the responsibility to exercise these freedoms in a way that respects the rights of others.

Person Specification

Position: Student Engagement Coordinator		Reference:	
School/Service: Student Services and Experience		Priority (1/2)	Method of Assessment
Criteria			
1 Qualifications			
1 a)	Honours degree or equivalent level experience	Priority 1	Application Form/ Documentation
1 b)	Project management qualification and/or postgraduate degree	Priority 2	Application Form/ Documentation
1 c)	GCSE grade A-C, or equivalent standard of education, in English & Mathematics	Priority 1	Application Form/ Documentation
1 d)	ECDL qualification or willing to work towards completing the qualification	Priority 1	Application Form/ Documentation
1 e)	Honours degree in relevant subject area or equivalent level experience	Priority 1	Application Form/ Documentation
2 Skills / Knowledge			
2 a)	Competent in the use of computer technology e.g., Microsoft Office packages (Word, Excel), email, Video Conferencing such as MS Teams or Zoom	Priority 1	Application Form/Interview/ Presentation
2 b)	Effective administration skills and record keeping, with the ability to collect, analyse and present data through formal data reports.	Priority 1	Application Form/Interview
2 c)	Strong communication skills and the ability to work effectively with a wide range of stakeholders.	Priority 1	Application Form/Interview
2 c)	Good verbal communication skills e.g. the ability explain standard service procedures to students and staff at all levels across the University and for the delivery of staff development and training.	Priority 1	Application Form/Interview
2 d)	Able to maintain a helpful and cooperative manner when dealing with difficult situations and working under pressure	Priority 1	Application Form/Interview
2 e)	Ability to manage competing priorities and meet operational targets through effective time-management and organisational skills	Priority 1	Application Form/Interview
2 f)	Knowledge of the student journey and curriculum delivery within a Higher Education (HE) context	Priority 2	Application Form/Interview
3 Experience			
3 a)	Evidence of implementing improvements to service delivery	Priority 1	Application Form/Interview
3 b)	Previous experience of working in a busy and fast paced customer service environment	Priority 1	Application Form/Interview
3 c)	Experience of working to deadlines and prioritising work	Priority 1	Application Form/Interview
3 e)	Experience of successfully working across teams and departments, building networks and partnerships with both internal and external stakeholders	Priority 1	Application Form/Interview

3 f)	Experience of leading focus groups and dealing with stakeholder feedback.	Priority 1	Application Form/Interview
3 g)	Experience of coordinating student engagement events in a HE environment	Priority 2	Application Form/Interview
4	Personal Qualities		
4 a)	Awareness of the requirements associated with operating within a customer service environment	Priority 1	Interview
4 b)	Able to work and contribute as a member of a team, whilst using own initiative when required	Priority 1	Interview
4 c)	Able to self-manage and work without close supervision	Priority 1	Interview
4 d)	Able to work in a fast-paced environment and embrace change	Priority 1	Interview
4 e)	Able to follow procedures and respond to instructions from senior colleagues	Priority 1	Interview
4 f)	Experience of dealing with deadlines and being able to work under pressure and with constant interruptions	Priority 1	Interview
4 g)	Able to organise and prioritise tasks and workload through from initial stage to completion to meet deadlines	Priority 1	Interview
5	Other		
5 a)	Willing to undertake staff development, which may take place outside the University	Priority 1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Health and Safety, Freedom of Information Act, UKVI Prevent and Bribery Act	Priority 1	Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity	Priority 1	Interview
5 d)	Available to work flexibly and remotely and travel as appropriate in order to meet the needs of the services	Priority 1	Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current.
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required.