



Job title	Senior Operations Officer (Student Engagement and Experience)	Job family and level	Administrative, Professional and Managerial Level 3
School/ Department	Law	Location	Law & Social Sciences Building

Purpose of role

It is important that students have a positive and distinct experience at each step of their University career. As Senior Operations Officer (Student Engagement and Experience) you will therefore be responsible for enhancing student engagement, driving continuous improvement in the student experience, and ensuring that students are appropriately supported throughout their journey to graduation and beyond.

Working with academic and professional services colleagues across the University, you will develop and coordinate an annual programme of activity to support taught students, manage student feedback mechanisms and identify opportunities to enhance student experience, and deliver a range of dynamic communications. You will also provide the first point of contact for a broad range of issues around student transition, mobility, progression and retention. Although focusing on current taught students, you will also provide a critical role working with colleagues in External Relations, Careers, Business Engagement and Alumni Relations to join up activity across the student journey.

This will demand the development and application of specialist knowledge and involve mainly planning and coordinating activity. You will work with limited direct supervision and therefore be required to use your initiative, take personal responsibility, think analytically and creatively to solve problems and use excellent interpersonal and communication skills to build and maintain relationships and work collaboratively with academic staff and professional services colleagues across the Faculty and in Central Departments to deliver an innovative, high-quality student experience.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Operational Delivery Under the direction of the Head of ESE and Operations Manager (ESE), working closely with the relevant academic leads and colleagues in the Faculty and Central Professional Services teams, and supported by members of the School's Operations Team:</p> <ul style="list-style-type: none"> ▪ Develop, deliver and coordinate an annual programme of student engagement activities (from student recruitment and induction/re-induction through to graduation and alumni engagement) to support and enhance the student journey. ▪ Act as the first point of contact for staff in relation to engagement and enhancement activities, student societies and groups and supporting the development of student led activities e.g., networking events. 	80

	<ul style="list-style-type: none"> ▪ Ensure the effective operation of a range of student feedback mechanisms e.g. student surveys, Learning Community Forums, student reps, etc., providing support for the development and coordination of action plans in response to the feedback received. ▪ Contribute to the development and delivery of a range of impactful communications to students, prospective students and staff around student engagement and enhancement activities. ▪ Contribute to the development and delivery of a student engagement strategy and related policies, plans and budgets, reporting on progress, and sharing and learning from good practice. ▪ Proactively contribute to the planning, promotion and delivery of a range of personal skills development activity for students, supporting mentoring, employability, student placements and mobility (international and industrial), and generic skills development etc. ▪ Provide specialist support, advice and guidance on local student facing activities and communications. ▪ Support the collection, preparation and delivery of information and documentation relating to student engagement and enhancement activity for quality assurance and enhancement purposes. ▪ Proactively contribute to the planning, co-ordination and delivery of local projects and initiatives to support the delivery of strategic and operational plans. ▪ Proactively contribute to the organisation of the School's ESE related committees and meetings managing the Learning Community Forums. ▪ Coordinate the School's approach to managing pastoral welfare using the Student Engagement Dashboard data. ▪ Support the Operations Officers with the management of the student mailbox, responding to escalated queries in a timely manner. ▪ Work flexibly across the operational team to ensure effective delivery of tasks and priorities, ensuring peak periods are accommodated, and services are able to flex with changing demand. 	
2	<p>People and Engagement</p> <ul style="list-style-type: none"> ▪ Provide supervision and support to colleagues in the School and contribute to recruitment, and development of staff. ▪ Build and maintain effective relationships and work collaboratively with colleagues in Central Professional Services and across the Faculty in order to provide seamless support and an excellent student experience, resolving issues that arise. 	5
3	<p>Projects, Initiative and Continuous Improvement</p> <ul style="list-style-type: none"> ▪ Working with colleagues across the Faculty, contribute to the continuous improvement of operational systems and processes. ▪ As part of a network of Senior Student Engagement Officers, contribute to the delivery of a number of cross-cutting projects and initiatives. ▪ Participate and contribute to the Faculty's Professional Services Networks and communities of practice. 	10
4	<p>Other</p> <ul style="list-style-type: none"> ▪ To undertake other duties as requested, in order to discharge the School's responsibilities towards students and staff and to achieve the strategic aims of the School and University. 	5

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Analytical, problem-solving skills and attention to detail ▪ Communication and interpersonal skills and the ability to influence and negotiate ▪ Ability to work in a team environment, building collaborative relationship and supporting colleagues ▪ Prioritisation, planning, organisation and time management skills ▪ Flexible approach ▪ Ability to review and develop procedures, guidance and policy ▪ Self-motivated ▪ Empathy, showing awareness, understanding and sensitivity to others ▪ High level of IT skills and digital competency 	<ul style="list-style-type: none"> ▪ Ability to use Power Platforms e.g. PowerBI, PowerApps, PowerAutomate etc. ▪ Ability to create resources in a virtual learning environment, such as Moodle.
Knowledge and experience	<ul style="list-style-type: none"> ▪ Experience of responding independently and dealing with unforeseen circumstances ▪ Experience of working in a busy office environment with multiple simultaneous tasks and conflicting deadlines ▪ Experience of defining priorities and working flexibly and effectively under pressure ▪ Experience of contributing to the delivery of projects involving multiple stakeholders ▪ Experience of implementing new/ improving existing processes and contributing to continuous improvement ▪ Experience of communicating effectively with staff at all levels and working collaboratively ▪ Experience of supporting students in higher education (either in a voluntary or paid capacity) ▪ A track record of delivering excellent customer experience. ▪ An understanding of University education and the student lifecycle and specifically the importance of the student experience and student feedback systems. 	<ul style="list-style-type: none"> ▪ Experience of working in a professional services role within the Higher Education sector ▪ Knowledge of the working processes and systems relevant to Higher Education institutions ▪ Awareness of current and future activities of the University relevant to the role ▪ Experience of managing social media accounts in a professional context e.g. LinkedIn, Twitter, Facebook, Instagram
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Honours degree OR Substantial work experience in a relevant, comparable role. 	



Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.
- Taking ownership** Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safety, Equality, Diversity & Inclusion, and other considerations.
- Forward thinking** Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.
- Professional pride** Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.
- Always inclusive** Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others

