



Job title	Student Experience Co-Ordinator	Job family and level	Administrative, Professional and Managerial Level 3
School/ Department	School of Health Sciences	Location	Medical School

Purpose of role

The Student Experience Co-ordinator provides comprehensive administrative support and co-ordination of activities and initiatives associated with the student experience for the School. The role holder will support the Senior Operations Manager (Education and Facilities) and the Director of Education and Student Experience (ESE) in the planning and implementation of systems and processes to continually improve the service provided. The role provides an efficient, effective, informed, and knowledgeable service to maximise the student experience and is expected to liaise with Registry and Academic Affairs Teams, central support services, student's union, academic colleagues and the wider School, in order to fulfil University regulation.

	Main responsibilities	% time per year
1	<ul style="list-style-type: none"> ▪ Support the promotion, coordination and delivery of a portfolio of events, initiatives and activities to enhance the student experience and engagement for all students in the School. This includes the recruitment of student representatives, peer mentors, buddies and ambassadors and promotion of student interaction via student societies and the Students' Union. ▪ Work closely with the Senior Operations Manager (Education and Facilities) and Director of ESE to support the School's overall student experience strategy and operations. ▪ Build effective working relationships with key colleagues, working with academic and non-academic staff to develop and deliver programmes of activity that meet School priorities. ▪ Assist with the planning and coordination of Welcome and Freshers Week, graduation, and other activities to support and enhance the student experience. ▪ Implement systems and process to support activities to enhance the student journey. ▪ Co-ordinate Student School Communications including drafting newsletters, reports, online communications, important correspondence and recommendations for a variety of internal and external audiences. ▪ Liaise closely with the School's marketing team and communications officer on internal communications with students, to help foster a sense of community, enrich the student experience and promote engagement in key activities such as Online Module Registration, the National Student Survey and the Undergraduate Survey. ▪ Work creatively with students to coordinate and support initiatives and engagement activities to help promote inter-cultural, vertical integration and foster a sense of community in the School. 	60%

	<ul style="list-style-type: none"> ▪ Maintain information for staff and students on a range of relevant University platforms. ▪ Develop and maintain systems to produce accurate information and advise the Senior Operations Manager on planning and strategic issues. ▪ Provide administrative and logistical support for events pertaining to student experience. ▪ Administer data related to student attendance, gathering attendance monitoring data and compliance reports where required. ▪ Support students to establish and maintain networks in collaboration with the Students' Union. 	
2	<ul style="list-style-type: none"> ▪ Collate and respond (where appropriate) to student feedback and complaints via all channels including module and co-ordinate focus groups - identifying any trends and suggesting actions and interventions. ▪ Develop and produce standard operating procedures for all aspects of student experience delivery. 	20%
3	<ul style="list-style-type: none"> ▪ Work flexibly as a member of the ESE Team, providing cover to other areas of the wider team as needed and equally receiving support from other areas at times of high workload or absence. 	10%
4	<ul style="list-style-type: none"> ▪ Contribute to the development of a collaborative working environment and improved processes in order to maintain and enhance the quality of the student experience. 	5%
5	<ul style="list-style-type: none"> ▪ Any other duties relevant to the level of the role. 	5%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ High level of IT skills, including MS Word, Excel and SharePoint, and ability to integrate different packages ▪ Excellent communications skills (both verbal and written) and the ability to communicate with a wide variety of individuals ▪ Ability to problem solve creatively ▪ Skill in drafting complex documentation ▪ Ability to work accurately with attention to detail ▪ Ability to handle sensitive information with a high degree of confidentiality ▪ Good interpersonal skills 	
Knowledge and experience	<ul style="list-style-type: none"> ▪ Relevant experience, preferably in an HE environment ▪ Experience of working closely with undergraduate students and an understanding of their needs ▪ Experience of planning small- and large-scale events for and with students 	
Qualifications, certification and training	<ul style="list-style-type: none"> ▪ A Levels or equivalent plus English and Maths at GCSE or equivalent OR substantial relevant work experience 	<ul style="list-style-type: none"> ▪ HNC/HND/Degree
Other	<ul style="list-style-type: none"> ▪ Willingness to adopt the vision and values of the School of Health Sciences 	



The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.

The School of Medicine holds a Silver Athena SWAN award in recognition of our achievements in promoting and advancing these principles. Please see <http://www.nottingham.ac.uk/medicine/about/athena-swan.aspx>

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 always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.
- Taking ownership** Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.
- Forward thinking** Driven to question the status quo and explore new ideas, supporting the team to "lead the way" in terms of know-how and learning.
- Professional pride** Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.
- Always inclusive** Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.

Key relationships with others

