



Candidate Information

Position:	Student Partnership Officer
School/Department:	Academic and Student Affairs
Reference:	19/107568
Closing Date:	Monday 24 June 2019
Salary:	£27,831 - £32,236 per annum (potential to progress to £35,210 per annum through sustained exceptional contribution)
Anticipated Interview Date:	Wednesday 10 July 2019

JOB PURPOSE:

Responsible for delivering a comprehensive and professional support service, as part of the Centre for Educational Development team, with specific responsibility for work on the Student Partnership programmes.

MAJOR DUTIES:

1. To co-ordinate and support the development and delivery of Student Partnership projects, and associated resources, across the university in collaboration with student-facing staff.
2. To support the delivery of Student Partnership Project workshops, events, training and other campaigns including; the development, organisation, publicity, attendance monitoring and evaluation of such events.
3. Plan, develop and deliver a schedule of promotional activities and events to increase partnership programme participation rates, in consultation with Faculties and Directorates.
4. Develop and manage a network of previous student partnership participants to act as ambassadors.
5. Develop and maintain information resources including booklets, case studies, website, blog and social media.
6. Organise and deliver regular briefings and ebriefings for Student Partnership programme participants. Develop a communications plan to support this work.
7. Prepare statistical analysis and management reports to support high level decision making.
8. Review and monitor programme objectives and standards within own area of work. Build conclusions into future improvements to ensure service quality and efficiency.
9. Undertake short-term projects and contribute when required to initiatives within the Centre for Educational Development to support the achievement of high service standards and continuous improvement of the student learning experience.
10. Carry out any other duties which are appropriate to the post as may be reasonably requested by line manager or Head of Centre for Educational Development.

Planning and Organising:

1. Prioritise work and responsibilities over short/medium term with an awareness of longer term issues in response to line manager's general instructions.
2. Use initiative and discretion based on knowledge and experience to determine priorities and resolve conflicts to meet targets and deadlines.
3. Carry out planning for own short term projects and contribute to planning for wider team and Directorate activities.

Resource Management Responsibilities:

1. Be responsible for ensuring work is completed to the required timescales and standards.
2. Organise and plan own work activities in order to contribute to the achievement of the team's objectives and to help improve efficiency.

Internal and External Relationships:

1. Daily contact with line manager, work colleagues and a wide range of University staff at all levels in both Schools, the Student Union and Directorates.

2. Extensive liaison with external organisations, including Advance HE.
3. Attend internal and external meetings as requested by manager or to represent the department at the appropriate level.

ESSENTIAL CRITERIA:

1. Degree or equivalent with 2 years recent relevant experience OR 5 years of recent relevant experience.
2. 2 years recent experience of
 - a. Working in a student support, Student's Union or student engagement role within Higher Education.
 - b. Organising, promoting and delivering awareness raising events and/or campaigns designed to engage student voice.
3. Experience of report writing for committees/working groups.
4. Experience of developing promotional/training information and documentation.
5. IT literacy and up to date experience of relevant computer packages and information systems.
6. Comprehensive knowledge and understanding of the complexities of policy development and implementation in a Higher Education setting.
7. Ability to use initiative and judgement to resolve issues independently.
8. Excellent communication and presentation skills with ability to communicate with people from a wide range of cultures.
9. Analytical, problem solving capability.
10. Excellent organisational and time management skills and ability to plan and organise short term activities and events.
11. Ability to work as part of a team.
12. Ability to assign tasks to others and be responsible for ensuring work is completed to the required timescales and standards.
13. Flexible, willing to adapt to new tasks and duties.
14. A willingness to work out of hours from time to time, and undertake travel to the UK or overseas.

DESIRABLE CRITERIA:

1. Experience of contributing to policy development and formulating recommendations.
2. Experience of analysing and manipulating data sets and identifying and presenting relevant management information using Excel functionality.
3. Knowledge of theory and practice relating to student experience, engagement and student voice.