

Candidate Information

Position: Student Engagement and Communications Co-ordinator
School/Department: The Graduate School
Reference: 22/110219
Closing Date: Monday 26 September 2022
Salary: £22,662 - £24,948 per annum
Anticipated Interview Date: Friday 7 October 2022

JOB PURPOSE:

This role is specifically focussed on engagement and communications with students to deliver excellent customer service. The purpose of the role is to use the full breadth and depth of knowledge and experience to ensure the delivery of comprehensive, professional administrative support to Graduate School teams, students, employers, and other stakeholders.

MAJOR DUTIES:

1. To promote student interaction and engagement with the postgraduate student experience, by showcasing services and opportunities for students and promoting the team and facilities.
2. To be responsible for the day to day monitoring and updating of Graduate School digital communications, including website, email, CRM input and social media, under supervision of the Graduate School Digital Marketing and Communications Officer and working with the wider Student Engagement Team.
3. To develop promotions to ensure student engagement with programmes, events and activities for postgraduate students, working with the Student Engagement Team and other Graduate School teams to develop and implement communications plans.
4. To ensure on-going display materials within the Graduate School are relevant, well presented, and current, and make recommendations for further development.
5. Use the University's and Graduate School's processes and systems to prepare reports and evaluations, and to continually update systems, recording and reporting on student engagement with the Graduate School, the reception and activities.
6. Collate and carry out analysis of information, data and/or calculations and present results accurately and appropriately to inform future planning of activities within the Graduate School.
7. Responsible for ensuring student and other stakeholder feedback is gathered, recorded and included in management reports, and make suggestions for improving service and efficiency.
8. Working with the wider Student Engagement Team, organise and oversee the operational logistics of Graduate School presentations and other events, communicating with relevant teams / organisations and internal and external partners to ensure arrangements are in place, e.g. estates, security, hospitality, communications partners etc.
9. As a member of the Student Engagement Team, provide clerical/secretarial support to contribute to the efficient and effective delivery of the Graduate School services, including serving customers, financial processing and purchasing, organising and servicing meetings, producing / updating and printing / uploading training materials, and maintaining office systems and processes.
10. Providing effective administrative support to a range of Graduate School programmes and initiatives.
11. Gathering and presenting information on the impact of Graduate School activities on individual and groups of students, and using this to promote activities and programmes to future participants.
12. Assist in monitoring elements of budget associated with Graduate School and specific activities or events, ensuring efficiency in all areas of expenditure and that all financial documentation is processed, stored and recorded within established procedures.
13. Carry out any other duties, which are appropriate to the post as may be reasonable requested by manager

ESSENTIAL CRITERIA:

1. A minimum of five GCSEs at Grade C or above (or equivalent) to include English Language and Mathematics or NVQ Level 2 administration or equivalent.
2. 2 years relevant work experience in a customer-facing role to include internal and external customers to include:
 - Experience of creating and using engaging digital marketing content.
 - Experience in using a variety of communications platforms, including web, social media, blogs, newsletters, and email.
 - Experience of using a range of software to support social media scheduling and planning.
 - Experience of excellent customer service delivery.
3. Demonstrable ability of using a wide range of Microsoft Office packages including Word, Excel, PowerPoint, Outlook, etc.
4. Excellent oral and written communication skills.
5. Ability to provide effective service (including customer service) to required quality standard.
6. Ability to work on own initiative and as part of a team.
7. Ability to manage resources.
8. Ability to plan and organize workload to meet standards and deadlines.
9. Ability to work constructively and collaboratively with a wide range of internal and external stakeholders.
10. Flexible, willing to adapt to new tasks and duties.
11. Commitment to continuous professional development.

DESIRABLE CRITERIA:

1. Experience of using website Content Management Systems (CMS).
2. Experience of using Customer Relationship Management systems (CRM).
3. Experience of coding.
4. Relevant marketing communications experience in a customer-facing role.
5. Experience working in Higher Education.