

Candidate Information

Position: Student Experience Policy Officer
School/Department: Academic and Student Affairs
Reference: 23/110635
Closing Date: Monday 27 February 2023
Salary: £29,619 - £34,908 per annum
Anticipated Interview Date: Friday 10 March 2023
Duration: Permanent

JOB PURPOSE:

To work alongside key internal and external stakeholders to support the development and delivery of a range of student mental health and wellbeing policies and initiatives, including QUBWell and the Assessment Support Framework, in support of the development of a whole University approach to students as healthy learners.

Through the review and development of evidence-based policies, initiatives and resources (informed through student voice and insight work) your work will positively promote and raise awareness of the supports and resources available to enhance the overall student experience and specifically benefit the mental health and wellbeing of the whole student body.

MAJOR DUTIES:

1. To support the Head of Student and Academic Affairs, act as the project co-ordinator in the design, development and implementation of a range of policies and procedures relating student health and wellbeing.
2. To provide input in the development of policies through the review, analysis and evaluation of HEI and health and social care approaches to inform and influence the University's QUBWell healthy campus framework and associated priorities and policies. This will include but not be limited to literature reviews, internet research, sector engagement activities, one-to-one meetings, data analysis of student engagement activities.
3. Through the above, to support the co-production of the QUBWell framework through coordination and inclusion of both staff and student voice in the development and delivery of all associated activities.
4. To support the co-production, implementation and review of the Assessment Support Framework facilitating project meetings and workshops, monitoring actions and working with the Project Lead to ensure that all the project is delivered in full.
5. To facilitate and administer various committees and working groups including the Student Support Forum, QUBWell Management meetings and the Assessment Support framework project groups, overseeing the actions from each meeting and supporting the relevant chairs in the efficient operation of the business of the groups.
6. As part of the wider Student Wellbeing Team, to make suggestions for developing and improving the range of services offered from Student Wellbeing Service and identify areas of current provision that might be changed or enhanced.
7. To supervise work of students employed in associated activities designed to protect and promote their mental health and wellbeing (both digitally and in person).
8. To develop and maintain the digital resources associated with the projects and work closely with other internal and external colleagues to ensure maximum promotion of the resources.
9. To identify appropriate measurement tools to demonstrate the impact all projects on the health and wellbeing of the student population and, where appropriate, make recommendations for their application.
10. To carry out other administrative tasks as appropriate to support key operational requirements related to the delivery of an exceptional student experience.
11. To provide Executive Assistant support to the Head of Student and Academic Affairs.

ESSENTIAL CRITERIA:

1. *Minimum of Degree (or equivalent qualification) in a relevant area.
2. In the event that you do not meet this criterion, the University will also accept the following which has been deemed equivalent.

3. Substantial relevant experience in a directly relevant student support role in an Education setting. This may include student's union, student engagement or communications.
4. *A minimum of two years recent relevant experience working in a student support role in an Education setting. This may include student's union, student engagement or communications.
5. *Proven experience of working effectively with students and detailed understanding of the student lifecycle.
6. *Experience of policy development, implementation and review.
7. *Experience and track record in project management.
8. *Experience in the production and analysis of information to inform complex management decisions.
9. *Experience of developing and publishing digital content.
10. Excellent IT skills, including confident and proficient use of the Microsoft Office suite and in use of internet as a tool for finding information.
11. Demonstrable track record of influencing others at all levels in a higher education setting.
12. Demonstrable understanding of the current issues, which affect students in Higher Education.
13. Sound knowledge and understanding of the complexities of policy development and implementation in a Higher Education setting.
14. Excellent written and verbal communication skills.
15. Ability to work on own initiative and with minimum supervision.
16. Ability to work effectively as a team member.
17. Ability to lead, develop, mentor, train and supervise others.
18. Well-developed analytical and problem-solving capability and a keen interest and proven ability to innovate in their work.
19. Ability to act as a role model and lead by example in accordance with the Core values of the University – Integrity, Connected, Ambition, Respect, Excellence.
20. A keen interest in student experience and mental health and wellbeing.
21. Willingness to undertake training required to complete the role.
22. Willingness to carry out other duties as required including assisting with project costing and budgeting, marketing / PR initiatives, customer engagement (dealing with general enquires from a range of internal / external customers).
23. Capacity to work flexibly to meet the requirements of the post.

DESIRABLE CRITERIA:

1. Experience of organising, promoting and delivering awareness raising events and/or campaigns designed to engage student voice.
2. Experience of delivering workshop/training/presentations.
3. Experience of website development.
4. Experience of supervising a team.
5. Experience working in Higher Education.
6. Knowledge of theory and practice relating to student experience, engagement and student voice such as HEA What Works Report, the UK Quality Code.