

Candidate Information

Position: Transition Advisor (Student Engagement)
School/Department: Educational and Skills Development
Reference: 23/111350
Closing Date: Monday 30 October 2023
Salary: £32,024 - £36,744 per annum
Anticipated Interview Date: Tuesday 14 November 2023

JOB PURPOSE:

To coordinate and deliver transition supports and student engagement projects across the University as part of agreed commitments under Strategy 2030. The post holder will work with colleagues in the Learning Development Service (LDS) and across the University to improve student transition, promote healthy learning in the undergraduate curriculum, and share best practice as appropriate.

MAJOR DUTIES:

1. Coordinate, oversee and deliver a range of transition support for undergraduate students as part of School-based and cross-campus initiatives. This will include, for example, The Students as Healthy Learners project and the Peer Mentor training programme.
2. Design and delivery of student engagement projects to support student transition to University learning.
3. Design and delivery of group training activities, both in-person and online (e.g. as part of the Peer Mentor training programme). Advise and assist colleagues, staff, students and others on specific systems or processes, to ensure service quality, efficiency and continuity in the development of School based programmes.
4. Lead on multimedia content creation (e.g. videos and podcasts) to support delivery of LDS resources and student engagement initiatives in One Elmwood and across campus.
5. Working with the LDS team, collaborate with academic staff, students, and colleagues across the University to identify new opportunities to enhance transition support at undergraduate level and deal with queries.
6. Complete appropriate student engagement activities in One Elmwood and across campus to inform the development of LDS project work and transition supports. This will include, for example, conducting student focus groups and the collection of in-person feedback.
7. Support the communication of our core service offering to students through appropriate promotional campaigns and messaging on social media and other digital platforms.
8. Highlight transition support options to students who have progressed to Queen's from widening participation programmes.
9. Use appropriate monitoring and evaluation of support interventions to create an evidence-based practice approach to the provision of academic and related transition supports. This will include the review and evaluation of specific School-based activities with the LDS team.
10. Participate in weekly team meetings as required and provide and present reports, as appropriate, to the Line Manager.
11. Any other duties as reasonably requested by management.

ESSENTIAL CRITERIA:

1. Recent degree.
2. Recent relevant experience of transition support at Higher Education level to include:
 - Experience of designing and delivering student engagement projects.
 - Experience of designing and delivering group training activities, both in person and online.
 - Experience of creating multimedia resources to support student learning.
 - Experience of developing successful social media campaigns to promote student learning.
3. Excellent organisation skills to allow for working under pressure and to tight deadlines.

4. Excellent ICT skills, including experience of using Microsoft Office and software to support website and multimedia resource development.
5. Comprehensive knowledge of the challenges of Higher Education and how these impact on students transitioning to University learning.
6. Ability to work in a team, collaborate, and deliver on shared projects.
7. Ability to design and conduct questionnaire activities, compile data and write reports.
8. Excellent Interpersonal and communication (written and oral skills), this includes the ability to understand/interpret the requirements of others, present information to others, conduct effective internal and external relations.
9. Ability to assess and organise resources, and plan and progress work activities, projects, changes within own work area, etc, using initiative and judgement with limited recourse to managers.
10. Suitable analytical and problem solving capabilities.
11. Ability to deal with sensitive information in a confidential manner.
12. Willingness to work outside core hours on occasion as required.