

JOB DESCRIPTION

JOB TITLE:	Student Engagement Officer
GRADE:	Grade G £ 20,212.75 to £ 22,465.63 (£23,695 to £26,336 FTE)
DEPARTMENT:	Student Services
HOURS:	37 hours per week term time only + (38 weeks)
RESPONSIBLE TO:	Funding and Student Engagement Manager
CAMPUS:	Langley
JOB PURPOSE:	<ul style="list-style-type: none">○ To support with the organisation of student engagement activities for the Langley campus at all levels including events that promote physical and mental health wellbeing.○ To support a range of learner voice events and to support the development of the Student Union Executive (SUE).○ To play an active role in the organisation of key Student Services events and enrichment activities, to be a link between both staff and students to enhancing the student experience.○ To contribute to the administrative support across the Student Services Department.

N.B. This job description is current at the date of issue. It will be reviewed annually and may be updated by the Principal.

The main duties and responsibilities of the post include the following:-

1. To play a role with the wider Student Engagement Team, to lead in the organisation of key activities such as the Freshers' Fair, Christmas Fairs, sporting activities, visiting speakers or trips, as well as providing support for other campus activities as required.
2. To plan and deliver a range of enrichment activities that support cross college engagement, with a focus on the development of interpersonal and employability or 'work ready' skills.
3. To have responsibility for increasing the participation in and tracking of students at organised events, activities and enrichment.
4. To ensure that consistent qualitative and quantitative feedback for all activities takes place, which may include surveys, evaluations and forums, for self-assessment and other annual reviews.
5. To lead in the administration of campus and, where required, college group learner voice activities, including supporting the election, training and regular meetings of the Student



Union Executive; the dissemination of learner voice surveys and voting campaigns/activities; the organization of various Student Parliament and Student Liaison Committees.

6. To create and disseminate a number of key displays, literature and poster campaigns across the academic year with a focus on a number of areas including; wellbeing and personal safety, equality and diversity, fundraising and student voice engagement.
7. To support in the recruitment, training and organization of the College's student ambassadors, supporting their engagement with activities at open events and student recruitment days as appropriate.
8. To be a point of contact for personal wellbeing and mentoring for students (including those with Educational Health and Care Plans) at all points of the year, promoting the college's values and having responsibility for behavior management in a constructive and supportive environment within Student Services and the wider campus.
9. To complete, where appropriate, first aid and safeguarding training to support the College in protecting the physical and mental wellbeing of students.
10. To work within an allocated budget, ensuring that processes are followed accurately and in accordance with college procedures for recording payments, receipting, purchase ordering and retention of delivery notes.
11. To support students with a range of key study skills such as research, essay writing and structure, revision techniques and exam preparation.
12. To support the wider Student Services team in a range of administrative tasks including, but not limited to:
 - a. Communication with parents and students, arranging meetings and welcoming visitors on behalf of Student Services staff.
 - b. Supporting students and parents in person in addition to resolving emails or telephone calls in a professional manner. Supporting key stakeholders to resolve queries and signposting appropriately.
 - c. Inputting or updating of student data and general student record administration including maintenance of the student ILP where appropriate.
 - d. Assisting in a range of College events, including the occasional evening work.
13. Any other duties that may be commensurate with the role.

NOTE

The post will be primarily based at one of the college campuses, but the duties of the job may require the post holder to work at any College campus or other location connected with the work of the College.

It is the College's policy to establish and maintain a Risk Register and a Risk Management Policy. It is a condition of your employment that you become aware of these documents and that you follow the objectives and procedures of good risk management in your areas of work.



The post holder is required to have a commitment to:

- The continuing development and implementation of the College's Diversity & Equality Policy
- The management of risk within the College
- The health and safety of staff, students and visitors in general and the College's policies and procedures in particular
- The principles and procedures set out in the College's Safeguarding and Child Protection Policy.
- The principles and procedures set out in the College's GDPR Policy

PERSON SPECIFICATION

		Essential	Desirable	Assessment criteria
	Qualifications			
1	Educated to at least A level or equivalent standard, or at least two years recent and relevant experience of working in an education or office environment.	X		AF
2	Relevant Level 2 or Level 3 qualification in youth or community work, guidance, education or training.		X	AF
	Skills, knowledge and abilities			
3	Proven ability and confidence to work with all students, but in particular the 16-19 cohort, in a developmental capacity to improve behaviour and engagement with College activities.	X		AF/IV
4	The ability to prioritise and organise one's own workload in an effective and accurate manner taking into consideration yearly pressure points and changing levels of needs within the role.	X		AF/IV
5	Experience of event or activity management and planning		X	AF/IV
6	Understanding and knowledge of the importance of discretion and maintaining high levels of confidentiality.	X		AF
7	Excellent interpersonal skills.	X		AF/IV
8	Experience of using and managing digital resource platforms such as VLEs and social media to promote services		X	AF/IV
9	Flexibility over working hours, including occasional evening work at College events and providing cover for team members.	X		AF
	Knowledge and Experience			
10	A proactive interest and attitude to working with young people and adults to develop social awareness and engagement in citizenship or employability activities	X		AF
11	Experience of supporting students with the development of key skills for successful study		X	AF
12	An excellent knowledge of Microsoft packages, with particular strengths in Excel, Word and Publisher.		X	AF/IV

