## UNIVERSITY OF LINCOLN
### JOB DESCRIPTION

<table>
<thead>
<tr>
<th>JOB TITLE</th>
<th>Student Engagement Officer</th>
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<tbody>
<tr>
<td>DEPARTMENT</td>
<td>Educational Development and Enhancement Unit (EDEU)</td>
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<tr>
<td>LOCATION</td>
<td>Brayford Pool, Lincoln</td>
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<tr>
<td>JOB NUMBER</td>
<td>EDEU006</td>
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<tr>
<td>GRADE</td>
<td>5</td>
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<tr>
<td>DATE</td>
<td>July 2014</td>
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<tr>
<td>REPORTS TO</td>
<td>Student Engagement Manager</td>
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### CONTEXT

The Educational Development and Enhancement Unit is a new initiative designed to bring a coordinated and proactive approach to the support and enhancement of, and innovation in, student education and engagement in the University of Lincoln in furtherance of the University's research engaged teaching and learning 'Student as a Producer' agenda.

The aims of EDEU are to:

- Be the primary vehicle for securing the implementation of the University’s Strategic, Teaching and Learning, Digital Education and Student Engagement Plans;
- Be a focal point for developing and enhancing student education and engagement in the University;
- Support staff to become effective educators within and beyond the classroom;
- Initiate and facilitate development, implementation and evaluation of innovative approaches to student education and assessment;
- Actively maintain current knowledge and keep staff up-to-date with new ideas in student education and engagement;
- Develop and deliver a Continuing Professional Development programme for staff to foster and enhance high quality student education;
- Drive institutional enhancement activities in student education and engagement, and facilitate the sharing of good practice across the University;
- Identify, and seek external funding for, educational enhancement, student engagement and staff development projects.

The Student Engagement team will facilitate partnership working between University of Lincoln staff and students in order to enhance the quality of the education we deliver and help create a personal student experience. We do this within the framework of our Student Engagement Strategy which sets the tone and direction for our work until 2016, in line with the University’s overall strategic plan.
<table>
<thead>
<tr>
<th><strong>JOB PURPOSE</strong></th>
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<td>The post-holder will coordinate and develop the delivery of day-to-day activity in the Student Engagement Team in support of the University’s Student Engagement Strategy and in partnership with the Students’ Union, ensuring that our portfolio of programmes and initiatives achieve their aims, have meaningful impact and maximise the number of students involved. These programmes often directly facilitate student engagement at institution level, across multiple departments or in an area where we have particular expertise such as the involvement of students as full panel members in staff interviews and programme validation events; as consultants on teaching &amp; learning; as leaders of student change projects; as mentors to senior managers; and as peer mentors to other students. Responsibilities will be varied across the full range of project management and delivery functions including the promotion of opportunities; the design and delivery of training; on-going liaison and support; evaluation and dissemination; and budget management. This role will therefore provide an excellent opportunity for somebody looking to develop a solid career in the higher education sector and with this in mind, the post-holder will be afforded a good deal of autonomy, flexibility and development opportunities.</td>
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### KEY RESPONSIBILITIES

#### Student Engagement Strategy Implementation and Monitoring

- Support the Student Engagement Manager in developing, sequencing and evaluating programmes of work to achieve the objectives set out in the University’s Student Engagement Strategy.
- Contribute to monitoring and reporting on progress made against the Student Engagement Plan.
- Contribute to the development of future iterations of the Student Engagement Strategy, the Teaching & Learning Plan and the University’s Strategic Plan as required by the Student Engagement Manager and Director of EDEU.

#### Programme Development and Delivery

- Coordinate the day-to-day delivery of a portfolio of programmes and projects to develop and facilitate student engagement in improving the student experience, such as the groups of Student Reviewers, Student Recruiters and Student Consultants on Teaching; Student Change Projects; Student and Staff Insight Scheme; and Peer Mentoring.
- Contribute, and where required take the lead on, transformation projects that change certain activities, processes or behaviours across the institution to embed student engagement at their heart such as the re-imagining of subject committee meetings, the development of quality assurance processes and the enhancement of student induction programmes.
- Take ownership of project plans, ensuring that colleagues in the Student Engagement Team, the Students’ Union and other teams are fully engaged in the programmes as necessary and fulfil their commitments and that the projects remain on track and deliver against their objectives.
- Where programmes are steered or governed by groups of stakeholders, ensure those groups remain fully informed, involved and satisfied so that the project is push
- Support and advise colleagues in academic schools and other professional support departments on the delivery of their projects, programmes and events to engage students.
- Where programmes require administrative, communications or digital support, work closely with colleagues in the Student Engagement Team to ensure joined-up, seamless delivery.

#### Student Development and Support
- Design, deliver / coordinate and evaluate training programmes to equip students with the skills, knowledge and confidence needed to contribute and make the most of the opportunities they are engaged in.
- Develop a strong rapport with the different groups of students engaged in the team’s opportunities, such as Student Consultants on Teaching and Student Reviewers, and support their on-going collective and individual personal development.
- Work with colleagues in the Students’ Union, Careers & Employability and Registry to improve recognition, accreditation and reward for students engaged in the team’s opportunities.
- Lead on the team’s work to engage student groups who are often unheard by developing an understanding of the barriers to engagement and delivering activity and change to overcome those barriers.

**Communication and Promotion**

- Effectively market and promote the opportunities for engagement to students and staff across the University so that the largest number of students engage in our programmes and those of schools & departments.
- Develop and implement strategies, in partnership with the Students’ Union and colleagues, to develop awareness amongst staff and students of the University’s commitment to engaging students as partners and producers, the benefits of engaging and the various ways of becoming involved.
- Contribute to the promotion of all areas of the Student Engagement Team’s work, including student surveys, as required to maximise engagement.

**Wider Student Engagement & EDEU Work**

- Contribute to the wider work of the Student Engagement Team and colleagues in EDEU, such as the delivery of student surveys, reviews of current practice, researching good practice and supporting staff development.
- Support the development of and liaison with networks of colleagues around the University such as the Student Engagement Champions.
- Advise colleagues in schools and departments on process reviews to identify opportunities for meaningful student engagement and on the delivery of their departmental Student Engagement Plans.
- Support the dissemination of our work internally and externally and, vice-versa, keep abreast of innovative and effective student engagement practice elsewhere in the Higher Education sector.
- Provide occasional administrative support to projects and the team as required in support of or the absence of colleagues.

In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

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<th>Key working relationships/networks</th>
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<td>Internal</td>
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<thead>
<tr>
<th>Student Engagement Manager [Line Manager]</th>
<th>Student engagement professionals in other HEIs and sector bodies</th>
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<tbody>
<tr>
<td>EDEU colleagues</td>
<td>The Student Engagement Partnership</td>
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<td>Students’ Union staff and elected officers</td>
<td>Quality Assurance Agency</td>
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<td>Groups of engaged students</td>
<td>Higher Education Academy</td>
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<td>Student Engagement Champions</td>
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<td>Office of Quality, Standards &amp; Partnerships</td>
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<td>Human Resources</td>
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<td>Members of Executive Board</td>
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<td>Communications, Development &amp; Marketing</td>
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## Selection Criteria

### Qualifications:
- Good undergraduate degree **E A**
- Postgraduate qualification or willingness to work towards **D A**
- Project management qualification **D A**
- Training qualification **D A**

### Experience:
- Experience of working in Higher Education **E A/I**
- Contributing to the delivery of a broad range of projects **E A/I**
- Engaging with and empowering a broad range of stakeholders **E A/I/R**
- Working in HE teaching & learning enhancement **E A/I**
- Experience of working with HE quality assurance systems **D A/I**
- Experience in supporting student-staff relationships **D A/I/R**

### Skills and Knowledge:
- Excellent written and oral communication skills **E A/I/P/R**
- Excellent presentation skills **E I/P**
- Knowledge of the HE sector **E A/I**
- Training and workshop facilitation **D A/I**
- Coaching and mentoring **D A/I**
- Knowledge of HE quality systems **D A/I**
- Knowledge of student union governance and operations **D A/I**
- An understanding of student engagement in an HE context **E A/I**

### Competencies and Personal Attributes:
- Clear commitment to working with students as partners **E A/I/P**
- Confident **E I/P/R**
- Diplomatic and persuasive **E I/P**
- Innovative **E A/I/R**
- Self-motivated and well-organised **E I/R**
- Ability to exercise discretion in dealing with confidential or sensitive matters **E I/R**

### Business Requirements:
- May be required to work occasional evenings and weekends **D A/I**
**Essential Requirements** are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

<table>
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<tr>
<th>Author</th>
<th>JS Davidson</th>
<th>HRBA</th>
<th>HA</th>
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