

**Role Profile – Student Engagement and Events Coordinator**

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| **Job Title:** | Student Engagement and Events Coordinator | **School/Dept.** | Student Enquiries Advice and Events |
| **Reporting to:** | Head of Student Enquiries, Advice and Events |
| **Responsible for Line Management of:** | Not applicable |
| **Main Purpose of Role:** | Building student engagement and a sense of belonging is important for student wellbeing, will support retention and critical to student success. This is delivered via a range of activities, within Schools, the Students Association and across the university. The move to a blended learning environment has reinforced the importance of engagement in helping maintain a student experience of the highest quality and in promoting student retention and success. Moving some student events and activities, which have traditionally been offered on campus, to an online environment requires innovate solutions and new ways of working with our students. The main purpose of this post is to support engagement activities in relation to the student success, contributing to the development of a sense of belonging and community for students at programme, department, school and university level. The post holder will contribute to the development of engagement activities, consultation events and focus groups around key university initiatives such as awareness raising campaigns, charter applications and other cross university projects. Crucially, they will also support student induction and arrival activity, including the co-ordination of the Peer Assistant Learning Scheme and will work closely with the Student Events Co-ordinator in supporting the events programme throughout the session. Located in the Student Enquiries, Advice and Events department, the post holder will have a remit to work collaboratively across Schools to provide and implement creative ideas on how to engage students with their university experience. The role will also focus on those elements which commit to the enhancement of the students’ wider involvement with campus life outside of the classroom, highlighting the benefits of a diverse multi-cultural and multi-faceted university experience in the promotion of student engagement, retention and completion. |
| **Grade:**  | 4 |
| **Accountabilities/Responsibilities of the role:** |
| 1. Assist with the development of an annual Student Engagement Plan in alignment with GCU’s 2030 strategic objectives
2. Contribute to the development of innovative ways to move some student engagement and events activity to an online environment, focusing on building a sense of community and belonging
3. Act as a point of contact across the Schools for student engagement and support a consistent approach
4. Co-ordinate the development of PALS (Peer Assisted Learning Scheme) encouraging continual engagement and new recruits across the student body
5. Co-ordinate the development of the ‘Keep In Touch’ campaigns, encouraging wellbeing, support and retention through a peer support network
6. Review surveys and/or engagement analytics to identify key engagement requirements and activities, for programmes/ schools/ targeted groups
7. Support the Student Events Co-ordinator in the organization and delivery of the university’s Student Events programme throughout the session
8. Organise events to promote the university’s student facing campaigns
9. Co-ordinate student focus groups and consultation events related to institutional projects (e.g. ELIR, charter visits, sector activity)
10. Support the organization of the annual Student Experience Summit
11. Supporting Student Wellbeing team in establishing Student Advisory Groups to co-create ongoing enhancements to services
12. Provide support for the Induction Planning Steering Group
13. Support the recruitment and co-ordination of Student Ambassadors to assist with events and activities
14. In conjunction with the Schools and the Student Association, support activities (such as focus groups) to investigate NSS and other feedback results with students
15. Attend Student Communication Group meetings and act as point of contact for the Student Comms team regarding the promotion of engagement activities
16. Work with colleagues across the university and the Students’ Association, to create, promote and deliver an innovative programme of social and cultural Campus Life events and activities for our diverse mix of students, promoting integration across the student community.
17. Support the Head of Student Enquiries, Advice and Events and the Student Events Co-ordinator in organising student induction and orientation events, including welcome and arrival activities for international students in September and January.
18. Support the Head of Student Enquiries, Advice and Events in the presentation and analysis of student feedback on events and activities, including outcomes from the New2GCU and other student surveys
19. Support the organisation of student service fairs, pop up information events and other events such as workshops, meetings, seminars and presentations across Student Life and in schools
20. Any other relevant duties as instructed by the Head of Student Enquiries, Advice & Events
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**Person Specification**

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| **Expected Criteria****E- Essential or D – Desirable**  | **Assessment Method** |
| **Education & Professional Qualifications** |  |
| E1- Educated to degree level or equivalent experience. | Application  |
| **Skills, Knowledge & Experience**  | **Assessment Method** |
| E2 - Experienced in delivering engagement activities for a diverse audienceE3 - Excellent, versatile and highly accurate writing skills, showing a strong sense of audience and purpose, creativity and flair.E4 - Excellent verbal skills and an ability to use these in an effective manner E6 - Relationship building and networking skills.E7 - Experience of motivating, influencing and providing leadership and direction for a team you do not manage.E8 - Excellent organisational skills including an ability to be flexible and prioritise own workloads accordingly.E9 – Experience of analysing feedback and data to develop future initiativesD1 - Evidence of working with a client base to explore customers' needs and adapt services to meet them. D2 - Experience of working as part of a team but with the ability to self-manage on a day-today basis.D3 - Experience of marketing and promoting services/ activitiesD4 - Strong IT skills  | Application, Presentation and Interview |
| **GCU Values & Behaviours** | **Assessment Method** |
| * Demonstrates behaviours which are consistent with the **GCU Values** **(Integrity, Responsibility, Creativity & Confidence)**
 | Application Form & Interview  |

**Generic Activity**

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| **Main purpose of the role:** |
| The main purpose of this role is to deliver a wide range of administrative services within the School/Department/Team and will have specific responsibility for certain activities and/or processes. Role holders will require personal judgement to deal with and resolve day to day problems/work related issues within established processes and procedures. Role holders will require comprehensive knowledge of procedures, systems relevant to the role together with a sound appreciation of the work activities of the broader team. |
| **Generic Activity: - Please note that the amount of focus on each on these activities will vary between specific roles.** |
| **Typical Work Activities*** Provide high level administrative support, advice and guidance
* Administer School/Department/Team processes in line with procedures/best practice
* Provide administrative support for committees/working groups/project teams and colleagues in the wider operational team
* Prepare documents, presentations and other materials to a clear brief, using established formats and standard software
* Deliver a range of administrative and/or customer services in support of existing systems or processes to an agreed standard
* Assist with the preparation and submission of reports
* Undertake some more specialised administrative functions within defined procedures such as processing invoices
* Deal with incoming written communication and understand the nature of the enquiry in order that it can be dealt with by the role holder or by the most appropriate person
* Resolve common work problems, within appropriate guidelines and procedures, with complex problems referred to senior colleagues as required

**Communication and Networking*** Act as a point of contact for customers across the University
* Receive and convey information of a non-routine nature to customers, staff, students and visitors which needs careful explanation or interpretation
* Provide advice and guidance on interpretation of policies and best practice
* Identify and respond to customer enquiries, providing responses as appropriate, escalating requests outside knowledge base to the appropriate person
* Deal with matters of a sensitive nature that require tact and diplomacy
* Draft publicity materials, letters, take minutes, create reports and presentations.

**Planning and Organising*** Required to plan, organise and prioritise own workload to ensure work objectives are met
* Contribute to the recording and monitoring of work activity against a set of visible key performance indicators
* Maintain and review records, databases and management information systems
* Assist in the administration of departmental budgets
* Assist with the organisation of School/Department/Team activities, likely to include some or all of the following; organising and co-ordinating key events, maintaining and prioritising senior managers diaries, organising complex travel arrangements, supporting committees
* Refer to more senior colleagues for prioritising and scheduling of non-standard work.

**Resource Management (People, Finance)*** Planning work schedules and issuing instructions as/when required
* Monitor and take responsibility for resources such as stationery stocks or petty cash, following set ordering procedures to ensure adequate supplies/resources are available to meet department requirements.

**Stakeholder Management*** Proactively and reactively liaise with an internal network of contacts, (staff, students, work colleagues) and external contacts in order to build up strong working relationships and to ensure liaison is carried out with the correct people on key issues
* Communicate and liaise with service users and/or external contacts, usually through established routine connections (e.g. regular suppliers/contractors) as own section of work requires

**Analysis, Reporting and Documentation*** Take the initiative to find flexible business solutions to problems/issues raised by customers
* Ensure effective document and file management practices are in place to meet best practice requirements
* Assist with the gathering and implementation of user feedback to support continuous improvement
* Create documents/presentations typically following standard formats or templates
* Carry out straightforward calculations

**Management of Work Environment*** Work will typically be carried out in a low risk, stable working environment such as an office and will tend to involve using standard office equipment.

**Teamwork and Collaboration** * Undertake administrative activity in support of the Department/Team in conjunction with other staff
* Contribute to the overall effectiveness of the team
* Play an active part in the wider team, contributing ideas and suggestions as appropriate.

**Organisational Citizenship*** Commitment to University strategy and values
* Commitment to Continuous Professional Development appropriate to role/discipline.
* Responsible for co-operating and complying with University and local policies, procedures and processes.
* Any other tasks appropriate to the post and in line with School/Department/University requirements.
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| **Core Qualifications/Knowledge/Skills/Experience** |
| * Knowledge and skills typically gained following an extended period of practical training resulting in a formal qualification (HNC or equivalent)
* Comprehensive knowledge of procedures, processes, systems within own work area and an understanding of how these relate to operational goals.
* Good working knowledge of standard software packages (MS Word, Excel. Email) plus specialised systems/equipment relevant to the role
* Proven ability to plan and organise work effectively
* Level of resourcefulness to ensure effective, accurate task completion
* Appreciation of the standards for the conduct and output of the role
* Ability to communicate clearly, both orally and in writing
* Ability to work accurately, on time and to prescribed standards, with strong attention to detail
* Required to update knowledge on a regular basis
* Compliance with regulations including Health and Safety.
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