

**University of Derby Job Description**

# **Job Summary**

## **Job Title**

Engagement Officer

## **College/Department**

Student Engagement Department, Student Engagement and Enhancement team

## **Location**

Hybrid working; remotely and at Kedleston Road, Derby Campus.

## **Job Reference Number**

0711-21

## **Salary**

£23,725 to £25,944 per annum pro rata

## **Reports To**

Senior Engagement Officer

## **Line Management Responsibility**

No

# **Job Description and Person Specification**

## **Role Summary**

The Engagement Officer is key in enabling an engaged student body, ensuring all students can thrive and succeed at university. The Engagement Officer role is varied and delivers positive impact on the student experience through a range of engagement activities. Working with the Senior Engagement Officer you will identify, research, propose and deliver engagement activity to enhance the student experience by managing a portfolio of work through all stages from initiation to evaluation and sustainability. This activity will also include enhancement to systems, processes, and policy to enable engagement.

The post holder will be passionate about education and learning, be an innovative problem solver and understand barriers to engagement, including barriers for identified student groups who require additional support to ensure positive holistic engagement with their university experience. All activity is driven by a sound evidence base and focuses on the enhancement of the student experience and embedding transformational practice; often using technology and digital systems to provide creative solutions and high-quality outcomes for our students.

Team working in the Student Engagement department is essential to deliver services throughout the academic cycle. The Engagement Officer will be creative, flexible and adaptable, maintain knowledge of student engagement operations across the sector and work across the department to deliver priorities and deadlines.

## **Principal Accountabilities**

1. Provide support for and contribute to a portfolio of engagement activity. Working collaboratively with the Senior Engagement Officer to deliver activity which will also include enhancement to systems, processes, and policy to enable engagement. Depending on the scale of activity, responsibilities include:

* Supporting the creation of plans with a clear rationale and evidence base, objectives, milestones, and evaluative approaches and identify resource requirements and risks.
* Designing activity which takes measurable steps to ensure student-centricity so all students can engage irrespective of their demographic or stage of study.
* Supporting the creation of delivery management tools (including Gantt charts and risk registers). Ensuring timelines and outputs are achieved.
* Being a point of contact for queries and information on Student Engagement activity.
* Make effective use of technology to capture engagement and evaluate progress.

1. Co-creating bespoke and targeted activity for identified student groups who require additional support to ensure positive holistic engagement with their university experience.
2. Working collaboratively across the University, Union of Students and with a wide range of students to develop, deliver and enhance approach and champion student engagement.
3. Establish and maintain effective communications to ensure the Senior Engagement Officer and wider team are informed of the progress, opportunities and risks of planned activity.
4. Encourage co-creation and co-production for engagement activities, identifying and sharing best practice across the University and publishing as appropriate.
5. Contribute to regular internal and external reports and communicate activity in a variety of mediums, including celebrating success.
6. Maintain and encourage the use of technology to collaborate, engage and deliver engagement activity.
7. Develop expertise in the student engagement. Identify and raise awareness of best practice and innovation in the sector which is relevant to Derby students and our deliberative structures.
8. Work in accordance with University policies and procedures (including Equality and Diversity and Data Management), promote social mobility, equality and diversity for students and staff and sustain an inclusive environment.

*This is not a complete list of all duties and responsibilities, the post-holder may be required to undertake other duties commensurate with the level and skills/qualifications of this role.*

## **Person Specification**

### **Essential Criteria**

#### **Qualifications**

* HND/HND/Foundation Degree level qualification or equivalent qualification

#### **Experience**

* Experience of and ability to organise, prioritise tasks
* Proven commitment to working with a customer focus and delivering high standards of service
* Excellent communication skills including experience of writing documents (proofreading effectively with good grammar and spelling) and communicating innovatively using a variety of medium
* Experience of contributing to activity planning and encouraging collaboration, including working with relevant procedures

#### **Skills, knowledge & abilities**

* Self-motivated with excellent organisational skills, able to work on own initiative and prioritise workloads
* Understanding of student engagement and able to empathise with the challenges experienced by students as well as understand the opportunities University presents
* Ability to work effectively in a team and adaptable to team needs, able to network effectively across a large organisation
* Ability to influence and motivate others
* Understanding of marketing and communications, including ability to use social media
* Is a positive role model to the team and focussed on the service users and need of the service at all times
* Can take responsibility and flexible to work across teams when needed
* Makes informed decisions

#### **Business requirements**

* A flexible approach to working will be required including occasional evening and weekend working

### **Desirable Criteria**

#### **Experience**

* Previous experience in educational settings
* Previous experience of planning events or sustained activity
* Previous experience of delivering activity virtually

#### **Skills, knowledge and abilities**

* Knowledge of student engagement methods
* Understanding of Customer Relationship Management systems

# **Benefits**

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

The University of Derby is committed to promoting equality, diversity and inclusion. However you identify, we actively celebrate the knowledge, experience and talents each person brings

For more information on the benefits of working at the University of Derby go to [the Benefit pages of our website.](https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230)