

University of Derby Job Description

# Job Summary

## Job Title

Student Engagement and Enhancement Manager

## College/Department

Student Performance and Engagement

## Location

Kedleston Road, Derby, DE22 1GB

## Job Reference Number

0654-21

## Salary

£37,815 to £40,611 per annum

## Reports To

Head of Student Engagement

## Line Management Responsibility

Yes

# Job Description and Person Specification

## Role Summary

The Student Engagement and Enhancement Manager will purposely lead and manage the innovative and dynamic Student Engagement and Enhancement Team whose roles are key to enabling an engaged student body, ensuring all students can thrive and succeed at university.

The post holder will lead a team who manage a range of engagement activity which also includes enhancement to systems, processes, and policy to enable engagement. The post holder will lead collaboratively with the Deputy Student Engagement and Enhancement Manager, cocreating with University services and students to instil positive change to service design, ensuring no actual or perceived barriers to student engagement. The post holder will work closely with the Head of Student Engagement to ensure that feedback, insight and data is triangulated through the internal and external institutional surveys, guaranteeing impactful and sustained change directed by students.

The post holder will work across the University ensuring that students are at the heart of what we do with intrinsic values for education and lifelong learning. The ability to develop and sustain meaningful relationships at all levels of the University and Union of Students.

## Principal Accountabilities

1. To provide strategic direction to engagement and the enhancement of the holistic student experience. Developing, implementing and evaluating the approach and influencing practice across the University to ensure students are at the heart of the University.
2. Develop and maintain expert understanding of the University of Derby student experience; sector developments, benchmarks and best practice; and regulatory requirements. Understand the barriers and motivations to engagement and promote social mobility, equality and diversity for students and staff and sustain an inclusive environment.
3. To inform and devise strategies and co-creation models to enhance student engagement, fostering a student first approach through evidence-based practices and championing student insight ensuring all students are heard.
4. Recruit, lead, manage and develop the Student Engagement and Enhancement Team and facilitate across-team working to deliver priority activity. Ensure all staff flourish by using techniques and fostering behaviours to ensure all staff are working cohesively, are motivated, stretched and are using their skill set effectively.
5. Acting as lead, co-ordinate a range of complex, high-risk engagement and enhancement activity. Activity will also include enhancement to systems, processes, and policy to enable engagement.
6. Be accountable for achieving challenging targets relating to student engagement and enhancement and for the quality and impact of services.
7. Lead strategic change projects sponsored by the Provost Learning and Teaching and Head of Student Engagement. Maintain a project and activity portfolio, leading key projects and overseeing multiple small-scale projects and activity managed by the team.
8. Establish a project management approach, including evaluation tools which are appropriate to the service and change orientated nature of the activity.
9. Manage a caseload and enhancement actions to deliver transformational change. Co-creating with departments, monitoring recommendations, recording risks to ensure accountable and sustained change to service design.
10. Work closely with the Head of Student Engagement and Deputy Student Engagement and Enhancement Manager to ensure that feedback, insight and data is triangulated through the internal and external institutional surveys, guaranteeing impactful and sustained change directed by students.
11. Prepare regular internal and external reports and communicate engagement activity in a variety of mediums. Gather information and data, including sensitive data and qualitative and quantitative feedback. Make appropriate use of data and benchmarking intelligence.
12. Build professional networks internally and externally and develop expertise in student engagement, value for money, social mobility and the transformational impact of Higher Education. Establish and maintain sector knowledge and build reputation by publishing and presenting externally. Share knowledge, encourage new ideas and appropriate response to emerging external requirements.
13. Work with the Head of Student Engagement to manage resources to deliver best value, including leading the development of the team, innovating and maximizing impact, managing budgets and making effective use of technology. Accountable for implementation of plans, achievement of targets and standards and evaluating practice.
14. Be a proactive member of the Student Engagement Department’s senior management team, implementing the department’s philosophy and plans.
15. 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

#### Undergraduate degree or equivalent qualification.

* Project Management qualifications or proven experience in structured project management.
* Evidence of continual professional development.

### Experience

* Experience of managing others.
* Experience of event management.
* Demonstrable experience of delivering complex, impactful projects. Understanding of project management techniques. Proven delivery of challenging targets and evidence of innovation arising from original and critical thinking.

### Skills, knowledge & abilities

* Understanding of students, graduates and the sector and the ability to promote the student and graduate experience and engagement at a strategic level and to represent the University externally; to build productive, quality relationships and enhance the reputation of the University.
* Excellent communication (written and verbal), including strong negotiation and influencing skills.
* High level of analytical skill and critical thinking.
* A collaborative management approach, and ability to manage and motivate teams.
* Commitment to continuous improvement; evidence of informed decision making, able to define objectives and plans, evaluation skills.
* Enthusiasm for and commitment to achieving high quality experiences and outcomes for all service users, drives to achieve excellence in their own work and the work of others.
* Future focussed and innovative, able to effectively draw on professional practice, awareness of sector, established internal and external networks, in order to proactively lead the team to develop shared innovative approaches to work and service design and to evidence their impact.
* Confident to engage others, work across teams and with students and other service users to cocreate and co-design solutions to challenges.

### Business requirements

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

## Desirable Criteria

### Qualifications

* Relevant postgraduate qualification.

### Experience

* Previous experience in an educational setting.
* Experience of authoring, editing and proof-reading strategic papers.
* Experience of research and/or evaluation methodologies.

### Skills, knowledge and abilities

* Understanding of the academic curriculum.
* Understanding of engagement theories and methodologies.

# 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)