

**University of Derby Job Description**

# **Job Summary**

## **Job Title**

Graduate Intern - Student Engagement Advisor

## **College/Department**

The Registry – College Student Centres

## **Location**

Derby Campus

## **Job Reference Number**

0673-21

## **Salary**

£17,961 to £19,015 per annum

## **Reports To**

College Team Leader

## **Line Management Responsibility**

No

# **Job Description and Person Specification**

## **Role Summary**

The Student Engagement Advisor will be a part of the College Student Centre teams within the Registry aligned to their College. They will work closely with the wider College Registry Team and the Personal College Advisors, Programme Teams, Personal Academic Tutors, Student Services and Centre for Student Life you will identify early on, students at risk of disengagement, failure, or non-completion, providing timely advice, guidance, and referrals to specialist support throughout the academic year.

The post holder will play a key role in addressing student progression, retention, and achievement, contributing to student success and a positive student experience. The role will involve using the existing Student Engagement monitoring tools and developing and facilitating further interventions with a range of teams to improve progression, retention, and achievement to actively support and improve student engagement, whilst also being a recognised point of contact for 1st Year and international students.

The post holder will need to have recent experience of higher education, as a recently graduated student and/or in a student support role.

Being digitally focused, the post holder will need to be confident in working with data and using technology to gather information to gain a clear understanding of the level of student engagement and performance to identify at risk students and provide timely support, guidance and referrals to specialist support as needed.

As a member of the Registry staff they may be expected, from time to time, to work in other areas of the Registry at sites within Derby.

## **Principal Accountabilities**

1. Work closely with Programme teams to identify and intervene with students at risk of disengagement, failure, or non-completion, using relevant student achievement and engagement data and intelligence from the student record systems and other key indicators.
2. Liaise and communicate effectively with Personal Academic Tutors and Programme Leaders.
3. Meet with all students considering withdrawal and/or leave of absence to ensure that students are aware of the options under the academic regulations and that they are aware of the support services available in the university where applicable.
4. Assist in the development, planning, delivery, and evaluation of specific initiatives, such as Induction, to facilitate and support increased retention and engagement in addition to raising awareness amongst students of wider support available.
5. Within the context of wider University communication schedules, support colleagues in implementing a ‘keeping warm’ communications strategy for students during the summer vacation, particularly those students undertaking reassessment or deferred assessment, and those on leave of absence.
6. Collect and compile data from across institutional platforms and systems to enable accurate and timely monitoring of student engagement.
7. Record keeping and report writing.
8. Maintain records of interactions with students.
9. Produce data reports and analysis using available monitoring and evaluation data relevant to contacts with students, interventions and outcomes.
10. Engage with the formal processes for tracking and reporting student reasons for leaving.
11. Work collaboratively with all areas of the University to ensure the best response to students.
12. Make a significant contribution to the development and positive promotion of the College Registry team, including active participation in appropriate meetings.
13. Ensure an inclusive service with a focus on delivering excellence.
14. Escalate issues or concerns to the College Senior Advisor or College Team Leader.
15. Maintain your professional competence through continuous professional development in line with role.

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**

* Honours degree or equivalent.
* Applicants must be recent graduates of the University of Derby who have graduated from UoD within the last two years.

**Experience**

* Experience of delivering information, advice, and guidance, preferably in a student support environment.
* Experience of working in an administrative role in a service setting.
* Contributing to the development of innovative solutions to problems, addressing the root cause.
* Working collaboratively across boundaries to achieve common goals.
* Experience of understanding and applying data protection requirements.
* Experience of using data to manage workload.
* Experience of delivering information in a creative and engaging way.

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

* Excellent interpersonal and communication skills.
* Ability to demonstrate tact and diplomacy in dealing with a wide range of contacts both internal and external to the University.
* Good judgement of situations and people and the ability to respond appropriately.
* Ability to take a professional approach and work on own initiative.
* Flexible and adaptable with the ability to work across teams building relationships to ensure a good result.
* Ability to understand and apply regulations/rules e.g. GDPR, quality assurance frameworks.
* Confident and able to demonstrate digital competency across a range of technologies, including but not limited to Microsoft Office.
* Systematic and organised to manage competing priorities.
* Excellent ability to retrieve, manage and analyse data, identifying themes and patterns, making pragmatic recommendations for action, where required.
* Ability to clearly present and articulate information verbally, as well as in writing to a range of audiences
* Up to date knowledge of current issues affecting Student Engagement within HE.

#### **Business requirements**

* Able to recognise the need and be willing to work outside of normal hours at times as relevant to achieving service delivery, targets and deadlines.
* Able to recognise the need and be willing to travel and work at any of the University sites as relevant to support staff, attend events, meetings or for presence.

### **Desirable Criteria**

#### **Qualifications**

* Educated to degree level standard or equivalent work-based experience.

#### **Experience**

* Experience of working in the Higher Education sector.

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

* Ability to assimilate written and verbal information.
* Ability to work in a fast-paced environment.
* Team player.
* Innovative and creative thinker.
* Flexible and adaptable in approach to work.
* Consistent and reliable.

# **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)