

**University of Derby Job Description**

# **Job Summary**

## **Job Title**

## Student Enhancement Assistant

## **College/Department**

Student Engagement

## **Location**

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

## **Job Reference Number**

0561-21

## **Salary**

£21,007 to £22,627 per annum

## **Reports To**

Insight and Reporting Senior Analyst

## **Line Management Responsibility**

No

# **Job Description and Person Specification**

## **Role Summary**

The Student Enhancement Assistant will work across the University ensuring that students are at the heart of what we do. This will involve capturing and listening to the student voice, analysing student trends, investigating the best methods of capturing student feedback, reporting on feedback, developing and implementing procedures required to inform evidence-based decision-making and service enhancement. All activity will be student focused using empathy, understanding and reflection when finding solutions, or enabling others to resolve challenges.

The post holder will be an organised and motivated individual, with credibility and a high level of commitment to excellence. The ability to work collaboratively and develop relationships at all levels of the University and Union of Students and to work in partnership with students will be essential to success

Team working in Student Engagement is essential to deliver services throughout the academic cycle. The Student Enhancement Assistant will be flexible and adaptable, maintain knowledge of Student Engagement operations and work across the team to deliver priorities and deadlines to achieve high quality outcomes.

## **Principal Accountabilities**

1. Support Managers and Officers by conducting desk-based research and literature reviews to inform the activity of the team, utilising a wide range of available information and data, including extensive feedback from students and graduates, internal and external reports, sector journals, University statistics and external sources.
2. Maintain records and administration processes of the team’s activity, track action plans, organise meetings, schedule events to ensure the efficient operation of the office, in line with procedures.
3. Act in accordance with external returns and University procedures and policies, use University systems and make effective use of technology to communicate, record information and maintain records.
4. Drafting and processing communications, reports and notes of meetings. Contribute to analysing statistical and contextual information to create tailored content and relevant to reports.
5. Organising logistics for the operation of activities of the team, including events, communications and projects, as well as travel and planning.
6. Contribute to the implementation of plans and organisation for events, projects and communications, including working with students and colleagues to develop content.

Undertake specialist responsibilities specific to team activity and as directed by Student Engagement managers, including updating project and event plans and tracking progress, and contributing to the editorial process for communications.

1. Provide administrative support for meetings, including scheduling meetings, working with chairs to draft agendas and papers, writing notes and tracking actions in a timely manner.
2. Act as first point of contact for enquiries on Student Engagement, including communication to the email account. Respond to queries and liaise with individuals and groups internally and externally to provide solutions, using judgement to ensure complex matters are bought to the attention of the relevant team member in a timely and appropriate manner.
3. Organise workload and be effective when working independently or collaboratively:

* Be proactive and influential when working collaboratively with Colleges to promote student issues and improve the student experience.
* Network with colleagues to be able to make contacts and connections and positively represent the work of Student Engagement.
* Be proactive and visionary when examining and recommending possible improvements to the student and graduate experience.

1. Respect and value the diverse range of people across the University and act in accordance with the Equality and Diversity policy and best practice.

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**

* A level qualification or equivalent

#### **Experience**

* Experience of administering a complex, deadline-driven process within a fast-moving, customer focused environment.
* Proven commitment to working with a customer focus.
* Data handling and analytical experience, including presenting data.
* Experience of conducting desk-based research and literature reviews.
* Experience of authoring, editing and proof-reading paper and online information.
* Experience of project planning and delivering.

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

* Ability to make effective use of technology to communicate, record information and maintain records.
* Organisation skills with a methodical approach to workload.
* Ability to work effectively both independently and collaboratively.
* IT proficiency, including familiarity with Microsoft Office packages, email and the internet.
* Excellent communication skills and the ability to relate effectively with students, graduates and staff.
* Ability to follow procedures.
* Ability to work independently and effectively as an active team member, using judgement and prioritising workload.
* Willingness to learn.

#### **Business requirements**

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

# **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)