

# JOB DESCRIPTION / STUDENT EXPERIENCE COORDINATOR

## Academic Divisions/ Divisional Operations: Education & Student Experience

The University of Kent is a leading UK institution with an excellent reputation for outstanding teaching, strong research and international links. There are many new initiatives underway to build on existing strengths, such as Signature Research Themes, the Institute for Cultural and Creative Industries and the Kent and Medway Medical School.

The University is continuing to look to the future whilst responding to sector-wide challenges. Kent has set out a vision and strategy that builds upon strong foundations in education, student experience and research, embracing flexibility and growth to ensure a sustainable future for our community, and to enable the University to further its position and navigate these challenges successfully.

As part of this, we're reshaping our operating model to ensure our directorates and academic divisions are effective, efficient and focused sharply on delivering the University's ambition to be a leading civic university; delivering an outstanding student experience, outcomes, and world-leading research.

**Reference:**

LSSJ-098-21

**Salary:**

Grade 5

**Contract:**

Fixed term for 6 months

Full Time

**Location:**

Multi-campus

**Responsible to:**

Student Success & Attainment Manager

**Responsible for:**

Activities: Supporting student experience activities

**Job family:**

Administration, Professional & Managerial

### Job purpose

The Student Experience Coordinator provides comprehensive administrative support and coordination of activities and initiatives associated with the student experience for the Division. The role holder will provide a knowledgeable service to students and staff, ensuring the relevant University procedures and processes are followed.

In conjunction with colleagues, the role holder delivers a service which makes a positive and measurable contribution to the success, experience and academic attainment of students.

The role holder will work alongside other professional services teams within the Education & Student Experience team, as well as other Divisional Operations and central professional service department colleagues.

Reporting to the Student Success & Attainment Manager, where relevant the role holder will supervise the workflow of the Student Experience Assistant(s).

## Key accountabilities

The following are the main accountabilities for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

1. Support the promotion, coordination and delivery of a portfolio of events, initiatives and activities to enhance the student experience and engagement for all students in the Division. This includes the recruitment of student representatives, academic peer mentors, buddies and ambassadors and promotion of student interaction via student societies and Kent Union.
2. Organise and minute the Student Voice Committee as relevant, ensuring that all actions are followed up in a timely manner and that all outcomes are reported back to the forum and student body as appropriate.
3. Assist with the planning and coordination of Welcome Week, transition events, graduation and other activities to support and enhance the student experience.
4. Support the Student Success & Attainment Manager in the management of the Academic Adviser scheme for the Division ensuring that the allocation of advisees is undertaken in a timely manner, that academic colleagues are appropriately trained and briefed to carry out their responsibilities as Advisers and that students engage with the scheme fully in order to improve attainment and success.
5. Liaise closely with the Division's marketing team on internal communications with students, to help foster a sense of community, enrich the student experience and promote engagement key activities such as Online Module Registration, the National Student Survey and the Undergraduate Survey.
6. Collate and respond (where appropriate) to student feedback and complaints via all channels including module evaluations (mid-term and upon completion of the module), focus groups - identifying any trends and suggesting actions and interventions.
7. Contribute to the development of a collaborative working environment and improved processes in order to maintain and enhance the quality of the student experience.

## Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

1. This is a student-focused role and the role holder will need to work closely and collaboratively with colleagues within the Education & Student Experience team as well as across the wider University, to deliver the Division's strategic objectives and ensure a positive experience for students.
2. The role holder will need to have a good knowledge and understanding of procedures and policies relevant to the role to be able to respond to a wide range of enquiries whilst recognising when it is more suitable to refer to someone else for specialist advice.
3. Manage multiple requests for information or dealing with several customers politely and professionally. Able to manage multiple interruptions to their work
4. Able to work with minimal day-to-day supervision. Needs to use own initiative, planning own workload deciding what is a priority.

## Facts & figures

The role holder will need to support a number of key events and deal with associated peaks and trough in their workload (for example Welcome Week).

Supervisory responsibility for 1 to 2 staff.

## Internal & external relationships

**Internal:** Students, academic and professional services staff within the Division; staff in other divisions and central professional services areas across the University; Kent Union

**External:** Prospective students and visitors; alumni; external organisations

The role holder is expected to demonstrate a commitment to equality, diversity and inclusion; promoting collaboration and positive partnerships, working harmoniously with colleagues, students and other stakeholders of all cultures and backgrounds.

## Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Repetitive limb movements
- Regular use of Screen Display Equipment
- There may be a requirement to work evenings and weekends
- Ability to travel in a timely and efficient manner regularly between campuses

## Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

You will assist, in a support capacity, with the day to day planning, administration and coordination of student experience related events, activities and initiatives. You will be self-motivated, highly organised and have a strong commitment to providing consistently high quality service to students (prospective and current).

You'll be able to demonstrate the following skills, experience, abilities and personal interests:

Essential	Assessed via
• Educated to GCSE in English & Maths (Grade C/4 or above) or equivalent	A
• Educated to A Level or equivalent	A
• Experience of working in a similar administrative post and/or level, dealing with enquiries from a diverse range of sources	A
• Good IT skills, particularly Microsoft Office packages (intermediate level)	A,T
• Experience of using spreadsheets and databases on a regular basis	A, T
• Excellent oral and written communication skills including the ability to communicate clearly and accurately with a wide range of people (internal and external)	A, I
• Excellent interpersonal skills including a helpful and responsive manner with the ability to remain calm when under pressure	I
• Excellent customer service skills with the ability to deal pleasantly, confidently and effectively with customers and colleagues	I
• Experience in event and/or meeting organisation or equivalent	I
• Experience of using social media and other online tools	A,I
• Excellent attention to detail and high degree of accuracy	A,T
• Experience of taking minutes and coordinating/supporting formal meetings (logistics, agendas, minutes, etc)	A,I,T
• Ability to produce and maintain accurate electronic records and/or use databases	A,I,T
• Experience of and ability to manage own workload, prioritising tasks as appropriate to meet changing demands and deadlines	A,I
• Ability to work under pressure	I
• Ability to work both independently and in cooperation with others	I
• Experience of using initiative to problem solve or improve process efficiency	A,I
• Experience of team supervision	A,I
• Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research	I
• Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role	I
Desirable	Assessed via
• CLAIT/ECDL or equivalent IT qualification	A
• Experience of working in HE administration	A,I
• Marketing and promotional experience	A,I
• Experience of writing and producing newsletters	A,I
• Knowledge of the National Student Survey	A,I

\* A - Application; I - Interview; T - Test/presentation at interview stage