

## Job Description

### Engagement Support Coordinator

Salary:	Grade 5
Contract:	Full time, ongoing
Location:	Canterbury Campus
Responsible to:	Engagement Support Manager
Job family:	Administrative, professional and managerial

#### Job purpose

The Engagement Support Coordinator provides a professional and wide-ranging administrative and pastoral service within the divisional Student Engagement team. Working closely with colleagues, they will ensure, as far as possible, any difficulties that students face are mitigated or avoided, so that academic achievement and the quality of the student experience and engagement remains paramount. The team provide a student-facing pastoral service and signpost to other professional services where this is a more appropriate course of action.

#### Key accountabilities

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

- Act as a contact point and referral service to students with difficulties or problems that may be, or are at risk of affecting their studies, ensuring that incoming enquiries and contacts are managed, triaged, and directed appropriately. Signposting students to other services available, where appropriate.
- Provide guidance and support to students and staff on the extenuating circumstances procedures in accordance with University and Divisional policies in a timely fashion so that students who are experiencing difficulties are given every chance to succeed.
- Administer the Inclusive Learning Plans (ILPs) in line with university and divisional policies and guidelines. This also includes the management of In-course test (ICT) administration and requirements for students with ILPs in line with university guidelines.
- Supporting the Engagement Support Officer in the operation of the student attendance and engagement process.
- Monitor all enquiries via email, telephone or in person to ensure student enquiries are responded to as swiftly as possible, responding to basic enquiries from staff and students with an interest in the pastoral care and wellbeing of students.

- Assist the Engagement Support Officer in relation to the running of Support to Study meetings and consultations with students and the wider Student Engagement team, taking and circulating minutes/notes and proactively following up on action points.
- Maintain and update student records in accordance with both University and GDPR requirements. Undertake the recording of student data on Kent Vision relating to Extenuating Circumstances, Coursework Extensions/ Late Submissions, Attendance and Engagement, Support to Study, and other support-related appointments.
- Collate relevant data to assist in the analysis of interventions/evaluations.
- Undertake a range of administrative duties to support the wider Student Engagement team in providing an efficient and professional support service that will enhance student success and experience.
- Support the creation of a culture that is highly performance and contribution focused, built on a foundation of equality, diversity, belonging and inclusivity, and that inspires people to bring their best every day.

## 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.

- This is a student-focused role, and the role holder will need to work closely and collaboratively with colleagues across the University and within the Division; they can expect to have a large amount of direct contact with students (which may include matters of confidentiality).
- The role holder must be able to work with minimal day-to-day supervision. They need to use own initiative, planning their own workload deciding what is apriority.
- The role holder will come into contact with students with personal problems, which may affect their studies. The role holder will be required to provide advice and guidance in line with relevant university policies.
- Students will often drop in with no notice and the post holder will need to make a judgement call about the state of their mental wellbeing and which service to signpost them to, or whether to support them in-house.
- The role holder will be required to support meetings and consultations with students and the wider Student Engagement Team and community and will need to ensure strict confidentiality with student data, adhering to university guidelines and Data Protection legislation.

## Facts & figures

The role holder will provide student support services to all staff and students within the Division(s). As such workloads and demand for services may increase at certain times of the academic year.

## Internal & external relationships

Internal: Students, academic and professional services staff within the Division(s); professional services staff across the University; Kent Union; Student Support and Wellbeing; Medical Centre and other services.

External: Members of the public; parents, guardians, relatives of students; external examiners; other institutions and professional associations.

## 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
- Conflict resolution
- 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.

Essential Criteria:

- Educated to GCSE in English & Math's (Grade C/4 or above) or equivalent A
- Educated to A Level or equivalent A
- Experience of working in an office environment with face-to-face contact with a variety of people, in an advisory role A,I
- Good IT skills particularly MS Office packages (intermediate level) A,I,T
- Excellent communication skills in a variety of formats A I
- Excellent interpersonal skills and an ability to show empathy and be approachable to students who may be facing difficulties A,I
- Ability to build strong working relationships with a wide range of people at all levels A,I
- High level of accuracy and attention to detail and ability to maintain accurate records A,I
- Experience of taking minutes and coordinating/supporting formal meetings (logistics, agendas, minutes, etc.) A,I,T
- Experience of and ability to manage own workload, prioritising tasks as appropriate to meet changing demands and deadlines A,I
- Numerate with an ability to process straight forward statistical information A,I,T
- Previous experience of working in a confidential environment A,I
- Knowledge and understanding of issues relating to student support I
- Ability to handle issues of sensitivity with discretion and complete confidentiality I

- Ability to work independently, within managerial direction as well as collaboratively as part of a team  
A,I
- Ability to remain resilient in difficult and sensitive situations I
- Ability to use initiative and problem solve I
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience I
- Commitment to deliver and promote equality, diversity, and inclusivity in the day-to-day work of the role I

Desirable Criteria:

- CLAIT/ECDL or an equivalent IT qualification or experience A
- Experience of providing student support and guidance A
- Previous experience of working in HE / Understanding of HE and an appreciation of the student experience A, I

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