

## Job Description

### Student Experience Coordinator

<b>Salary:</b>	Grade 5
<b>Contract:</b>	Full time, ongoing
<b>Location:</b>	Canterbury/Medway Campus requirement to work across campuses
<b>Responsible to:</b>	Student Experience Officer
<b>Job family:</b>	Administrative, professional and managerial

#### Job purpose

The Student Experience Coordinator provides comprehensive administrative support and coordination of activities and initiatives associated with the student experience for Academic Schools and the University. 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 satisfaction of students.

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

#### 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.

- 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 Academic Schools and the wider University. This includes the recruitment of Student Representatives and promotion of student interaction via student societies, Kent Students' Union and Greenwich Students' Union.
- Organise and minute the Student Voice Forum 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.
- Assist with the planning and coordination of Welcome Week, transition events, graduation receptions and other activities to support and enhance the student experience.
- Support the Student Experience Officer with 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 experience related events.
- Collate and respond (where appropriate) to student feedback via all channels including module evaluations (mid-term and upon completion of the module), focus groups - identifying any trends and suggesting actions and interventions.
- Contribute to the development of a collaborative working environment and improved processes in order to maintain and enhance the quality of the student experience. While the role will have specific focus areas, the role holder is expected to work flexibly across all remit areas to support comprehensive service delivery and team collaboration.

## 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 within the Education & Student Experience Directorate as well as across the wider University, to deliver the University's strategic objectives and ensure a positive experience for students.
- 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.
- Manage multiple requests for information or dealing with several customers politely and professionally. Able to manage multiple interruptions to their work
- 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 troughs in their workload (for example Welcome Week).

May occasionally be required to supervise the work of assistants and temporary staff.

## Internal & external relationships

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

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

## Health, safety & wellbeing considerations

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

- Regular use of Screen Display Equipment
- Repetitive limb movements
- There may be a requirement to work evenings and weekends
- Ability to travel in a timely and efficient manner 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 & Maths (Grade C/4 or above) or equivalent (A)
- Educated to A Level or equivalent (A)

- Experience of working in a similar post and/or level, working to improve aspects of students' experience and performance (A, I)
- Good IT skills, particularly Microsoft Office packages (intermediate level) (T)
- Experience of using spreadsheets and databases on a regular basis to collate and analyse data trends (for example, in student satisfaction or student success) (A, T)
- Excellent interpersonal skills including a helpful and responsive manner with the ability to remain calm when under pressure (A)
- Excellent customer service skills with the ability to deal pleasantly, confidently and effectively with customers and colleagues, both orally and in written communications (I)
- Experience in event coordination, promotion and management (A, I)
- Experience of using social media and other online tools (A,I)
- Excellent attention to detail and high degree of accuracy (T)
- Experience of using initiative to problem solve or improve process efficiency (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 Criteria:**

- 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)
- Experience of taking minutes and coordinating/supporting formal meetings (logistics, agendas, minutes, etc) (A,I,T)

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