

Student Engagement Manager (interim cover)

Job Specification

Date created: November 2022

JOB DESCRIPTION

Employment status: Fixed term, ideally full time however part-time could be considered

This role requires immediate interim cover for up to 5 months until May 2023

Hours: Full time hours at UCEM are 35 per week, Monday to Friday 9.00 a.m. to 5.00 p.m. and this role follows this pattern due to the published contact hours for our students

If you are seeking part-time employment, we prefer there is presence Monday to Friday inclusive, albeit reduced daily working hours

Location flexibility: The place of work for this role is **Horizons based**, with the majority of your working week spent at our office in Reading and the rest at your home*; the exact split of days/hours is negotiable but must include a minimum of 3 working days spent at Horizons. However, you may work more in the office should you wish. **Please note working at home is only possible if your environment meets certain conditions – see our Future Ways of Working at UCEM document*

Department: Technology & Academic Services

Line manager: Lynne Downey, Vice Principal, Technology & Academic Services

Role summary

This is an interim, fixed-term role to cover a period of long-term sickness absence. At this stage we do not have a confirmed return to work date for the jobholder, therefore we cannot be specific about the contract end date. As a minimum, we require cover until at least the end of May 2023, and this is the commitment we need from the successful candidate. Should you be available beyond May and sickness is ongoing, we will extend the fixed term period.

The Student Engagement Team are the primary source of student support. The team are the first point of contact for students, acting as a triage for a range of support services available across our Institution. Our Student Guidance Officers play an important role supporting students and work collaboratively with Academic and Professional Services teams, to deliver a high-quality student experience. In this interim role you will bring strong leadership and management to ensure the team deliver an efficient and professionally coordinated service, with high quality support, information, and guidance, to meet the needs of students on a range of study, personal, and wellbeing issues.

Job Specification

Role accountabilities and responsibilities

- Lead the Student Engagement team to provide a proactive and responsive service which meets the changing needs of our students.
- Promote the ownership of student enquiries by team members, from initial response to timely resolution, monitoring team and individual performance.
- Ensure the team manage confidential information in accordance with data protection legislation.
- Ensure information and advice provided to students is accurate and aligned to UCEM policy and Academic Regulations.
- Undertake regular reviews of FAQs and student facing information and guidance.
- Proactively respond to students' issues and coordinate with other departments to put measures in place to reduce queries and complaints.
- Evaluate enquiry numbers, categories, and other measures to highlight current and emerging trends in student enquiries to the Director of Student Services.
- Produce reports on student enquiries, including monthly and quarterly reports for UCEM's Senior Leadership Team. This includes providing evaluative commentary to identify areas of strength and recommendations for improvement.
- Deliver a service which continuously improves and enhances UCEM's National Student Survey (NSS), Student Engagement Survey SES (our internal student survey) and the Education & Skills Funding Agency (ESFA) survey results.
- Support the induction of new students by participating in Welcome Programme preparation and activities.
- Monitor the tools used to interact with students including our student communication tool 'SID – Student Information Desk, by Tribal Enterprise' and the phone lines to ensure a high quality of service.
- Work with other managers within Registry and Student Services to identify, develop and implement good practice in academic administration and management.
- Undertake other duties of a similar nature that fall within the scope of the role, and which may be required.

Line management responsibility:	YES Number of direct reports: 7
Budget responsibility:	NO
<p><u>In this role you will liaise with:</u></p> <p>This is a key liaison role and you will work closely with all teams to support UCEM students. In particular, you will work with: Academic Registry, Admissions & Enquiries, Learning & Teaching teams, Finance, and Apprenticeships.</p>	

PERSON SPECIFICATION

Assessment Criteria: A = Application I = Interview T = Test

X denotes both essential and desirable requirements plus how these will be assessed

Qualifications and training	Essential	Desirable	A	I	T
GCSE Maths and English Language Grade C or 4 or above	X		X		
Degree level education and qualifications or equivalent		X	X		
<p><i>Please be aware that as part of onboarding processes, we will seek original documentary evidence of the relevant academic and/or professional qualifications which you include within your job application</i></p>					

Job Specification

Previous experience	Essential	Desirable	A	I	T
Working in a similar, customer facing role	X		X	X	
Providing online customer service (we are an online university)		X	X	X	
Extracting and interpreting data for analysis	X		X	X	
Staff management including performance and development review	X		X	X	
Experience in a Student Services role		X	X	X	
Monitoring service delivery and standards		X	X	X	
Advising colleagues and students on solutions to problems, through a thorough but flexible knowledge of policies and regulations		X	X	X	
People management experience within a higher education institution		X	X	X	
Experience of dealing with customer complaints and appeals		X	X	X	
Skills, knowledge, and aptitudes	Essential	Desirable	A	I	T
Ability to build and maintain effective relationships with a range of colleagues in different areas within an organisation	X		X	X	
Digital skills: we use MS Office which includes Teams, Outlook, Word, Excel, and PowerPoint	X		X	X	X
Strong written and verbal communication skills	X		X	X	
Ability to adapt quickly to changing pressures and demands	X		X	X	
High level organisational skills: able to prioritise and organise own workload effectively and that of others, to meet deadlines and to initiate and sustain improvements in service	X		X	X	
Ability to think innovatively and proactively to help support and advise students	X		X	X	
Strong team leadership and motivational skills	X		X	X	
Ability to engender a culture of continuous improvement focused on delivery, responsibility, and accountability	X		X	X	
Other requirements or special requirements	Essential	Desirable	A	I	T
A strong commitment to the UCEM's vision and core Purpose and to the delivery of an outstanding student experience	X			X	

Job Specification

Alignment to the UCEM core values of Passion, Integrity, Excellence and Support; all employees are expected to demonstrate our values at work: https://www.ucem.ac.uk/core-values/	X			X	
Commitment to delivering positive outcomes for our students; we want our students to be successful	X			X	
You must be prepared to undertake compulsory online training should you be appointed; this includes Data Protection, Health & Safety, Safeguarding, Prevent, and Anti-bullying, Harassment and Sexual Misconduct	X			X	

PAY & BENEFITS

- Salary circa £30,000 per annum Full Time Equivalent.
- 26 days paid holiday (rising to 28 with service) plus paid bank/public holidays plus up to 5 paid closure days (typically between Christmas and New Year); all per holiday year Full Time Equivalent. Our holiday year runs from 1 August to 31 July. We also have a holiday buy and sell scheme in place. Sometimes UCEM does not need to close for 5 days per year and any balance, for example 1 day, can be used as a paid Wellbeing Day to take time out for your own physical or mental health.
- Pensions auto-enrolment to the People's Pension salary exchange scheme (the term we use for salary sacrifice). You may opt out of salary exchange but remain in the scheme, or you may choose to opt out altogether.
- Policies in place for all types of family-friendly statutory leave with enhanced pay available from day one of employment (in addition to statutory pay, where applicable).
- Wellbeing support and full access to the Employee Assistance Programme. This includes mental health support; several UCEM employees are trained Mental Health First Aiders.
- Car parking may be available at our Horizons office; this depends on your designated place of work and working pattern, as well as parking availability; you may ask to join the waiting list. Do not assume you will have parking when you start employment; you must plan for alternative travel to work if attending Horizons.
- Cycle to Work salary sacrifice scheme and access to Tax-Free Childcare (Government scheme).
- Life assurance cover.
- Employer-funded Health Cash Plan (Simplyhealth) and voluntary dental insurance (Unum).
- Charity giving options available including one voluntary paid day, per annum.
- As a UCEM employee you will have access to Microsoft Office 365 applications for personal use. You will also have access to range of lifestyle discounts (savings on everyday purchases) and access to two learning platforms.

On the Join the team page of our website, you will find the full list of employee benefits at UCEM

APPLICATION PROCESS

All job applications must be sent to recruitment@ucem.ac.uk and if you apply via a jobs board, please make sure you have sent all required documents otherwise we will be unable to consider your application.

Please send the following to recruitment@ucem.ac.uk (you will receive an auto-response):

1. Your up-to-date CV;
2. A covering letter or email message outlining your suitability* for the role **and** your desired working pattern i.e. full or part-time; AND
3. A completed Recruitment Check Form which is available from the *Current vacancies* page of our website.

Job Specification

The above items constitute a complete job application. *We hope you take time to consider the UCEM values when you prepare your job application. You may also wish to consult our vision and strategy document: <https://www.ucem.ac.uk/our-vision/>

Internal applicants are advised to inform their line manager of their application.

NO AGENCIES: We are not using agencies for this vacancy and we cannot accept any CV submissions. Please do not contact us as we can only repeat this message.

Informal discussion

If you are unsure whether to apply, perhaps because you do not meet all essential criteria, we encourage you to call the hiring manager to discuss this further (details below). If you are excited by this vacancy do not rule yourself out; it still might be worth applying.

For an informal discussion about the role please contact Karen Weaver on 0118 467 2419 or email k.weaver@ucem.ac.uk

For any other enquiries please contact HR on 0118 467 2433/2013 or email recruitment@ucem.ac.uk

Closing date and next steps

Thursday 24 November 2022 at noon however we will consider applications as they arrive.

HR will screen all applications in person and all applicants will receive a response confirming the status of their application. We value the time taken to make a job application and the interest shown in UCEM.

Interview details

Dates for interview will be advised to you later in the process.

Please indicate on your Recruitment Check Form any dates that you cannot make, up to 4 weeks from the closing date. This helps us to plan interviews should you be shortlisted, prior to contacting you.

Applications may be reviewed prior to the closing date and occasionally, you may be invited to interview ahead of the closing date.

Interviews are normally carried out over Zoom or Microsoft Teams, however we may invite you to visit our Reading office.

Please be prepared for a two-stage interview process, held on different dates. As part of the interview process, you will meet with a member of the Senior Leadership Team. Sometimes we may conduct a telephone interview at first or second stage.

Equality, diversity and inclusion

Here at UCEM we champion equality, diversity and inclusion in our workforce. We celebrate diversity and the strengths it brings to our staff body, our student community and our Board of Trustees, recognising that people are key to our success. Our aim is to attract, develop and retain a diverse workforce, therefore we welcome and encourage applications from all backgrounds.

Pre-employment checks

UCEM undertakes thorough pre-employment screening as part of its recruitment process. Given we have contracts with Government offices, we make sure our checks comply with the Baseline Personnel Security Standard (BPSS). Checks will include identity, right to work, basic disclosure criminal record check, and three years of employment history.