

Student Progression Officer

Job Specification

Date created: November 2022

JOB DESCRIPTION

Employment status:	Permanent, full time
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
Location flexibility:	The place of work for this role is Split between the Horizons office in Reading and your home*; the exact split of days/hours is negotiable but must include a minimum of two working days spent at Horizons. However, you may work more in the office should you wish <i>*Please note working at home is only possible if your environment meets certain conditions – see our Future Ways of Working at UCEM document</i>
Department:	Technology & Academic Services
Line manager:	Charlotte Thackeray, Outreach and Inclusion Lead

Role summary

An exciting opportunity has arisen for a passionate and enthusiastic individual to enhance the student experience by supporting both the Careers team and the Outreach & Inclusion team. This role supports the Careers team through event management, student communications and data management contributing to the delivery of Outreach and Inclusion activities identified within UCEM's Access & Participation Plan and Widening Participation strategy. This will include but is not limited to, management of live virtual events, data gathering and coordinating the delivery of mentoring schemes.

Role accountabilities and responsibilities

- Support the delivery of UCEM's Outreach and Inclusion events.
- Respond to and resolve student enquiries on a wide range of careers-based matters.
- Lead the delivery and upkeep of the UCEM JobShop.
- Lead on the team's social media portfolio.
- Coordinate UCEM mentoring schemes.
- Participate in online student events such as Welcome Week and Welcome Back Week.
- Organise careers events, liaising with academic staff, professional bodies and employers.
- Maintain and analyse careers data and the evaluation of careers focused activities.
- Maintain and analyse Outreach & Inclusion data and support the evaluation of Outreach & Inclusion activities.
- Initiate student referrals to relevant UCEM support teams where appropriate (e.g. Disability and Welfare Team, Academic Team).
- Ensure student facing information, advice and guidance is regularly updated and accessible to students.
- Proactively participate in team meetings and training sessions, positively contributing to the development of new ideas and solutions.
- Undertake training in areas such as safeguarding and supporting disabled students to ensure UCEM students are supported as effectively as possible.

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- Undertake other such duties of a similar nature that fall within the scope of the role and which may be required.

Line management responsibility:	NONE
Budget responsibility:	NONE
<u>In this role you will liaise with:</u> UCEM students, Academic Registry, Careers, Outreach and Inclusion, Disability and Welfare, Finance, Admissions, Business Development, Programme Leaders, Academic Facilitators, Apprentice Outcomes Officers, Core Services, IT.	

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		
Further or higher education qualification(s)		X	X		
Customer service and/or telephone skills training		X	X		
<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>					
Previous experience	Essential	Desirable	A	I	T
Office and administration work, providing excellent customer service	X		X	X	
Supporting and working with students		X	X	X	
Working within the Higher Education sector		X	X		
Event management		X	X	X	
Working with data and using databases		X	X	X	
Social media		X	X		
Skills, knowledge, and aptitudes	Essential	Desirable	A	I	T
Excellent verbal and written communication skills	X		X	X	
Strong listening skills, with a commitment to providing excellent customer service	X		X	X	
Excellent presentation skills, including presenting to groups of a variety of sizes	X		X		

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Skilled in establishing positive and effective working relationships with staff at all levels and across a broad range of areas	X		X	X	
Ability to use own initiative to undertake and progress work	X			X	
Good time management and organisational skills	X			X	
A passion for continuous improvement	X			X	
Proficient in the use of Microsoft Office applications and a confident IT user	X		X	X	X
A positive and enthusiastic team player	X		X	X	
Passionate about improving the student experience	X			X	
Knowledge of SITS or similar student or customer records database		X	X	X	
Other requirements or special requirements	Essential	Desirable	A	I	T
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 £23,000 per annum.
- 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).

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- 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
3. A completed Recruitment Check Form which is available from the *Current vacancies* page of our website.

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 Charlotte Thackeray on 0118 467 2496 or email c.thackeray@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

9 December 2022 at noon.

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.

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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.