



1 Advertisement

Post Title: Student Engagement Manager (Spirit of Sussex)

School/department: Student Engagement and Enhancement

Hours: Full time or part time hours considered up to a maximum of 1 FTE.

Requests for flexible working options will be considered (subject to business need).

Contract: Permanent

Reference: 20827

Salary: starting at £37,099 to £44,263 per annum, pro rata if part time

Placed on: 1 September 2023.

Closing date: 25 September 2023. Applications must be received by midnight of the closing date.

Expected interview date: To be confirmed

Expected start date: As soon as possible

The Student Engagement and Enhancement Team are part of the Student Experience Division and focus on supporting student success throughout University. The team work on initiatives and programmes primarily but not solely outlined in our [access and participation plan](#) which aim to support underrepresented groups at the university and are designed to retain students and support engagement, success and progression for all.

We are looking to appoint an individual who understand the needs of existing and prospective students and specifically those who are under-represented at the university. In particular, we are looking to appoint someone who will be responsible for:

- Working with colleagues in the Student Communication Team to develop a campaign which will build on the existing success of engagement with the Spirit of Sussex Award
- Maintaining the relationship with the platform provider to ensure continuous service and therefore award delivery
- Managing a small team of Student Connectors to work on continuous development of the Spirit of Sussex Award
- Working closely with other Managers in the Student Engagement and Enhancement Team to ensure support of all Student Engagement Activity such as, Student Voice initiatives and the delivery of the Welcome Programme
- Working closely with colleagues in the wider Division of Student Experience, as well as across Schools and Professional Services to ensure promotion of the Spirit of Sussex Award
- Working closely with all colleagues involved in APP delivery to identify gaps and support development of interventions to meet targets which can be supported by engagement in the Spirit of Sussex Award
- Report into the SEE Management Group on meeting objectives set out in project delivery and evaluation timelines

Key Working relationships: SEE Managers, Students from across the University, Connectors in co-creation roles, academics and professional services within schools, Division of the Student Experience, Student Union, external partners including OFS, NEON and other universities

Please contact Hannah Wallace at hannah.wallace@sussex.ac.uk for informal enquiries.

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

2. The School / Division

Please find further information regarding the school/division at <http://www.sussex.ac.uk/schoolsandservices/professionalservices/student-experience/student-engagement-and-enhancement>

3. Job Description

Job Description for the post of: Student Engagement Manager (Spirit of Sussex)

Department:	Division of Student Experience
Section/Unit/School:	Student Engagement & Enhancement
Location:	Bramber House/Student Centre
Grade:	7
Responsible to:	Student Engagement and Enhancement Senior Manager
Responsible for:	Student Engagement Assistant, Student Connectors, Graduate Connector(s)/Associate

Job Purpose and Overview:

To manage the ongoing development, promotion and coordination of the new Spirit of Sussex Award, involving multiple internal and external stakeholders in partnership with students, and management of the relationship and contract with the platform supplier. To continue to build and develop the strong framework for student engagement in the award including the line management, personal development and training for the team of Spirit of Sussex Award co-creators/co-developers, leading on the recruitment of new students as required, To take responsibility for identifying opportunities to add value throughout the student lifecycle, with specific focus on driving engagement, and aligning activity with key events such as Welcome.

Main accountabilities and responsibility areas

- Work with the team of students to oversee the day to day delivery of the award, including promotion to and engagement with students, and management of relationships with colleagues across the University, the external platform supplier, and providers of external opportunities (eg voluntary organisations). With the team of students, work with the schools, SSU and wider stakeholders to develop effective working relationships to increase and maintain awareness and engagement in the Spirit of Sussex Award
- Actively promote the Spirit of Sussex Award in innovative ways to the entire student body including hard to reach students. Work with colleagues in Marketing to develop and deliver the communications and engagement plan to maximise continuous engagement from the entire student body.
- Develop strong relationships with colleagues across the University's academic and support services to ensure buy in to the benefits of participating in the Spirit of Sussex Award, and to capture the full range of opportunities at undergraduate and post graduate levels.
- Support and develop the team of student co-creators/co-developers, providing effective line management to ensure the successful delivery of the award, and meaningful professional and personal development for each member of the team.
- Continually review and develop the systems to support students through all stages of the Spirit of Sussex Award process from registration to engagement.
- Review, evaluate and report on progress and impact, feeding into the internal governance for the Spirit of Sussex Award and to the regular reporting against the APP. Devise and deliver appropriate mechanisms to evaluate success. Make recommendations, supported by evidence, for developments to the award in line with insights gathered.

Major deliverables, projects, processes, responsibility areas etc.

- Manage the day to day administration of the Award including registration, monitoring and tracking engagement, checking evidence, liaising with students and preparation of reports.
- Continuously promote the Spirit of Sussex Award in various and innovative ways to the student body including those students who may have previously not engaged with activities on or off campus.
- Maintain and develop the web pages and monitor student led social media to promote, co-ordinate and encourage continuous engagement with the new Spirit of Sussex Award.
- Oversee the training programme for the team of co-creators, facilitating their development including in relation to the concept of co-creating, university structures and partnership working.
- Manage systems to record and analyse data and statistical information including project outputs and costings.
- Continuously evaluate the award, undertaking research and designing and

implementing mechanisms to gather feedback from participants and stakeholders, and making recommendations for short and longer term developments

- Develop the community of key stakeholders in the award, promoting good practice to ensure consistency of opportunity and experience for students
- Produce regular project and programme progress reports as required for internal governance and internal or external reporting
- Produce case studies, stories and articles with students, that report on and demonstrate impact of the award.
- Administer and attend meetings pertaining to the Award.
- Represent the University of Sussex at regional and national events and professional interest groups in order to influence local and national policy and decision making regarding students in higher education.
- Attend committees, working groups and other meetings and networks as required to represent and progress the work of the award and the team
- Undertake any other reasonable duties and responsibilities as may be reasonably expected as part of this role and in line with the grade.

4. Person Specification

Essential Criteria

Qualifications, Skills and Competencies	Essential	Desirable
Educated to degree level or equivalent	X	
Post graduate qualification in a related field		X
Competence in accurate record keeping and report writing	X	
Ability and commitment to promoting initiatives to audiences that may be hard to reach	X	
Understanding of project management methodologies and experience of project or events management	X	
Ability to use own initiative, generate and implement new ideas	X	
Excellent listening skills and the capacity to motivate and encourage students and colleagues	X	
Knowledge Areas		
Student engagement, participation, and attainment initiatives within a higher education context	X	
Student engagement theory and effective impact and evaluation frameworks	X	
Previous experience		

Experience of being part of a diverse team, working with students (or equivalent) as partners within an HE or similar context	X	
Experience of line managing student volunteers and paid student staff (or equivalent)	X	
Experience of designing and delivering training	X	
Extensive experience of working with students (or other equivalent groups) as partners, and of working with underrepresented groups	X	
Experience of design and implementation of evaluation mechanisms		X
Professional qualities		
Ability to network, establish personal credibility and productive relationships with a wide range of academic, professional and support staff as well as students at all levels across the institution	X	
Organisational abilities, including an ability to manage priorities and workloads	X	
Highly developed inter personal, communication and negotiation skills	X	
Literate in IT and in data analysis / reporting tools	X	
Understanding of and commitment to the importance of equality of opportunity within a student support service environment	X	
Flexible, innovative and able to respond positively to change	X	

Re-confirmed March 2022