



Staffordshire
University
Services Limited

Job Description

Job Title	Student Support & Experience (Transition and Belonging) Practitioner
School/Service/Institute	Student Development Services/Student Support and Wellbeing
Normal Workbase	Stoke
Tenure	Permanent
Grade/Salary	Grade 6
FTE/Hours	1 FTE

Job Purpose

This is an exciting opportunity for an experienced individual with a 'can-do' attitude to lead, plan and organise the University Services student support journey delivery. This includes all aspect of student support from student transitions and engagement, student progression, retention and success.

You will be the Student Support and Wellbeing lead on University Welcome and Induction for new and returning students. You will agree a strategy for student initiatives, drive this strategy with the support of your colleagues across the Service in delivering a series of campaigns, activities, and events (e.g., Welcome events, Mental Health campaigns, Wellbeing campaigns), providing targeted additional support and developing our staff's capacity to understand, adapt and adopt an inclusive approach. You will act as a link for academic and professional staff of varying seniority to provide consultancy on Student Support and Wellbeing information, training, and communications, while supporting the delivery of events to under-represented groups.

The post holder will create in conjunction with Student Support and Experience Manager, the strategic aims, and initiatives, which will underpin the student support experience, impacting access, progression, continuation, and retention. This will include an ambitious portfolio of initiatives for promoting transition, resilience, engagement, information, and wellbeing initiatives.

You will work in unison with other Student Support Practitioners to ensure all students have an excellent provision of student support and experience, which will be professional, friendly and supportive of an excellent student experience.

Relationships

Reporting to:	Student Support and Experience Manager
Responsible for:	Student Support and Experience (Transition and Belonging) Coordinator

Main Activities

- Lead for Student Support and Wellbeing teams on Welcome and Induction for new and returning students (including spiral induction).
- You will co-create strategic aims and initiatives for supporting student access, participation, progression, continuation, and retention with the Student Support and Experience Manager.
- Deliver initiatives and campaigns to support the student journey strategy, while supporting the wider Student Support and Experience teams' ambitions and mission across all campuses, ensuring effective engagement with all relevant stakeholders.
- You will take responsibility for achieving the objectives and targets for Welcome Week and Induction, providing ideas and areas for continual improvement from student feedback, engagement data, research and sector benchmarking on campaigns, events and activities delivered across the university student journey.
- Demonstrate a consistently supportive attitude, sensitivity, empathy, and an empowering approach to all users in all situations.
- You will act as a link for academic, professional and Students' Union staff of varying seniority to provide consultancy on Student Support and Wellbeing information, training and communications, while supporting the delivery of events to under-represented groups.
- You will lead on developing communications for students to understand the support available, how to access self-help information and support services across the directorate. These communications will be across all media platforms and hard copy communications.
- You will ensure all website, SharePoint and social media content relating to the student journey is relevant, up to date and covers the provision of support across all campuses.
- You will forge effective relationships with service stakeholders, e.g., all services within Student Support and Wellbeing, Recruitment, Partnerships and Admissions, Residential Services, Estate Services, Students' Union, Academic staff and students. These partnerships will promote co-creation initiatives with outcome requirements for retention impact assessments.
- Providing management support for all direct reports on PDRs. Creating a 'can do' attitude within the team that all aspects of staff management are effectively carried out e.g., recruitment and selection, induction and training, performance management and performance reviews, absence management, record keeping, consultation and effective communication, in accordance with University policies and procedures.
- To actively seek student feedback for continual development of all Student Information, Support and Student Success Services. Analyse user experiences and measure impact of the Welcome Events and Transition Events within the local environment, promote all support and information across all media formats.
- To have due regard to the University's Safeguarding and Prevent duties and the Equality Act 2010.
- To undertake other such responsibilities as may reasonably be required.

- To undertake appropriate professional development and mandatory training activities as identified or required (See Professional Development section).
- The role holder is required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy

Special Conditions

The role holder will be required to travel between sites from time to time in a cost-effective manner, which may be using a car. (You will be required from time to time to support activities at our London Campus).

There will be a need for the postholder to work occasional weekends to cover marketing and recruitment activities.

Professional Development

The University will support and encourage the postholder to engage in continuous professional development activities through the YOURCareer@Staffs framework. This framework supports postholders to identify appropriate development opportunities. Continuing Professional Development (CPD) activity will be recognised by a bi-annual Performance and Development Review (PDR) discussion.

Variation to Job Description

The University reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus, it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

Conditions of Service

The postholder will be employed by Staffordshire University Services Limited.

Staffordshire University Services Limited is a wholly owned subsidiary company of Staffordshire University which recruits and provides both academic and professional support staff to the University. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Pension Scheme.

Application Procedure

We encourage applicants to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

We ask that all applicants ensure that they have provided comprehensive information under each criterion in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.

The University will use anonymous application forms for this role; however, we recognise that applicants may want to include additional information. If you choose to upload any

supporting documents that contain identifiable data, your application will no longer be considered anonymous.