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| **Job Title** | **Student Education & Experience Officer x1**  **Student Education & Experience Officer – International x2 (12 months FTC)** |
| **School / Service** | **Student Services** |
| **Grade and Salary Range** | **D** |
| **Location and Hybrid working status** | **Docklands/ Stratford / USS** |
| **Reporting to** | **Student Engagement & Retention Co-ordinator** |
| **Liaison with** | **Student Services, Directors of Education & Experience, Dean of Students, Heads of Department, Course Leaders, Student Engagement & Retention Team, Students** |

Build your career, follow your passion, be inspired by our environment of success **#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our ground-breaking 10-year Vision 2028 strategic plan, orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**THE DIRECTORATES:**

You’ll be part of the Student Engagement and Success Unit, part of our Student Services Directorate. We provide support at every step of the student journey through access to The Hub. We have innovation and creativity at the core or our services. In order to improve progression, retention and graduate outcomes, the Service utilises cutting edge technology and research, which has shown impact on our students’ satisfaction, behaviour and outcomes. This is a one-of-a-kind department with highly motivated staff and a high level of quality within the products produced.

**JOB PURPOSE**

Assigned to a School you will be a key member of team supporting and improving student persistence, retention and engagement activities. You will work closely with Schools and Professional Services colleagues, utilising data and analytics to identify and support the development of interventions for students that may be having challenges in engaging with their studies, taking action to liaise with students and provide pro-active signposting, support and coaching, and refer them to further support as required.

This will include promoting student retention, engagement and extracurricular activities, helping students to adapt quickly to, or reengage with the university environment and to understand expectations associated with academic work at university level. This includes providing mentoring and advice, signposting to other services and coaching students back to study.

**KEY DUTIES AND RESPONSIBILITIES**

* Support the development of school-based interventions based on data retrieved from multiple institutional sources, working closely with Student Engagement and Retention Officer
* Work in collaboration with Student and Engagement Officers and schools to ensure that students at risk of non continuation due to low engagement are supported and signposted to appropriate interventions
* Access data and reports to work as a bridge between academic schools and professional services providing school based information to support the ongoing development of engagement and retention strategies.
* Provide support to students to access and understand online learning resource/tools such as, Moodle, Teams, Track my future, Intranet and IT functionality/apps such as Kortex.
* Providing, encouragement and guidance on academic studies based on personal experience as a student at UEL.
* To support students’ personal, social and employability skills and qualities through signposting to enrichment and other university initiatives.
* Provide advice and guidance to students on the requirements of university study through regular calling campaigns, nudges and surveys supporting students at risk of non-continuation/ under direction and in collaboration from SERT and Academic schools.
* Contact students, particularly those who are not engaging, to offer support, motivation and assistance.
* Act as minute taker and co-ordinator for regular academic school based review meetings to provide and align narrative and metric data around engagement and retention data, ensuring that colleagues are briefed around actions moving forward.
* Carry out any administrative duties related to the role including managing a calendar of student appointments and drop in sessions, accurate record keeping of student interventions and providing monthly reports.
* To undertake any other duties, in line with the level of the post, and as directed by your line management.
* To take a flexible approach to work (attendance at early morning and evening meetings may be required);

**KNOWLEDGE, SKILLS, AND EXPERIENCE**

**Essential**

* Strong interpersonal skills and confidence with liaising with different people

* Good organisational skills, including time management, an ability to prioritise tasks and attention to detail
* Good administrative abilities including data recording and reporting, accurate and timely record keeping and maintaining a calendar of student interventions

* An understanding and awareness of the issues involved in working with a diverse range of staff and students with varying needs
* The ability to work within a virtual learning environment using e-learning technology
* A thorough understanding of the range of academic and study skills needed to achieve in their own discipline
* Good IT Skills including experience using the MS Office suite of programmes and data analysis software

**COMPETENCIES REQUIRED**

**Essential**

* Ability to retrieve and analyse data from different sources and develop meaningful insights
* The ability to work as part of a team and liaise effectively at all levels
* The ability to work confidentially and sensitively to support students to identify key issues and challenges and to provide impartial advice to all students
* Proven and effective presentation and communication skills (written and verbal)

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS**

**Essential**

* An honours degree

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.

So, if you’d like to take your career to the next level with us here at the University of East London and are passionate about our environment and commit to success, we want you to apply today!