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| **Job Title** | Student Services Project Coordinator |
| **School / Service** | Student Services |
| **Grade and Salary Range** | E |
| **Location and Hybrid working status** | Docklands and Stratford/USS Campuses |
| **Reporting to** | Student Services Project Manager |
| **Liaison with** | Student Services, students, academic colleagues, professional services colleagues, Student Union, and external organisations and agencies |
| **Contract type** | Permanent, full time |

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.

**JOB PURPOSE**

The post holder will provide project support, stakeholder engagement and student-facing project delivery. They will support a variety of Student Services projects, for example activity related to Health Gain, the University Mental Health Charter, prevention of sexual harassment and restorative justice, Residential Life training programmes, as well as other projects continuing the advancement of UEL’s whole university approach to wellbeing.

The postholder will also support student services communications and campaigns activity have a critical role in raising awareness of the student support functions UEL provides.

The role holder will report to the Student Services Project Manager and will be crucial in supporting UEL to be prepared for increased regulatory duties in relation to sexual violence, bullying, harassment, and hate. The role holder will have a focus on supporting experts within student services deliver impactful training programmes to all UEL students.

**KEY DUTIES AND RESPONSIBILITIES**

* To report to the Student Services Project Manager to support the delivery of existing and new Student Services projects.
* Work collaboratively as a member of the Directorate to ensure an integrated approach to the planning, development and delivery of projects and services, including contributing to relevant cross Directorate initiatives in line with strategic priorities.
* To co-ordinate and lead on Student Services contribution to major events and institution wide projects delivered by UEL, including Health Gain Month, and student facing training, including training relating to sexual violence, bullying, hate and harassment.
* To coordinate and organise all education, prevention and awareness raising activities including workshops, online courses, drop-in sessions and campaigns for the Student Services Directorate.
* To support the Student Services Project Manager in working with key stakeholders to deliver to timescales.
* To update stakeholders on the progress of projects through the production of documentation, including activity and project summaries.
* To prepare data and information for reporting on the impact and effectiveness of the project.
* Develop and utilise student feedback mechanisms, e.g., focus groups and surveys, to ensure the student voice is a central part of the development and implementation of projects.
* To develop and maintain excellent relationships with internal and external stakeholders relevant to the projects being delivered.
* To report on emerging themes, patterns and general findings from projects in ways that facilitates enhancements to provision, and to contribute to development of theories of change and logic models for all interventions, working closely with the What Works team within Student Services.
* To provide cover for other colleagues at busy times and in cases of absence, by undertaking such duties and responsibilities which are commensurate with the grade and nature of the post.
* To support the activity of relevant working groups in developing resources, information and website content which supports staff and students in relation to the project being delivered.

**PERSON SPECIFICATION**

**KNOWLEDGE, SKILLS AND EXPERIENCE**

**Essential**

* Experience of planning, organising, and evaluating projects, campaigns and events
* Experience of delivering projects on-time, within scope and budget
* Experience of collecting and analysing data
* Experience of writing and presenting reports
* Experience of designing and promoting key communication messages to a varied audience
* Knowledge of the issues relating to student support within a Higher Education environment such as student mental health, sexual violence, harassment and inappropriate behaviour
* Project management skills
* Excellent computer literacy, including MS Office

**Desirable**

* Knowledge of the University Mental Health Charter and a university-wide approach to Wellbeing
* Experience of working in the Higher Education sector
* Experience of facilitating focus groups
* Familiarity with a range of relevant IT based systems, including project management software and university student records systems

**COMPETENCIES REQUIRED**

* Excellent organisational and planning skills, including attention to detail and multi-tasking skills
* Excellent communication skills (clarity and reliability in written and oral forms), in dealing with a range of individuals and the ability to explain and present clear and authoritative advice to a wide range of individuals and bodies
* Excellent interpersonal skills and proven ability in developing and maintaining strong relationships with internal and external stakeholders
* Excellent time management skills and ability to work independently as well as part of a multidisciplinary team
* Positive approach, well-motivated, reliable, adaptable, and trustworthy
* Able to demonstrate an understanding of, and commitment to, equality and diversity, and its practical application
* Able to work flexibly to fulfil service requirements across our campuses and able to travel between sites and to collaborative partners and to undertake a small amount of evening and weekend work as required

**EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS**

**Essential**

* Educated to degree level or equivalent (qualified by experience)

**Desirable**

* Project Management qualification

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.

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!