JOB DESCRIPTION

Job Title: Student Engagement Officer

Department: Tutorial

Reports to: Head of Tutorial Services

Purpose of role: To assist with the development, coordination and promotion of a range of extra-curricular activities that support and enhance student engagement across the College, from offer confirmation through to graduation and beyond, by helping to deliver a service that makes a positive and measurable contribution to the overall experience of students and young alumni. The SEO will spend one day a week working in the Alumni Relations & Development Office (ARDO).

Key responsibilities:

- To assist the Head of Tutorial Services and Head of Academic and Educational Services with the planning and coordination of resources and activities to help new students make a smooth transition into the College, either from school or previous higher education. This includes preparing and updating content on the Freshers' website and social media, helping to organise the College's programme of activities during Freshers' week and co-ordinating the logistical arrangements for the main Arrival Day as well as other events. The role holder will also assist with the arrangements for online pre-sessional workshops and once term has started will help students to navigate their way through Freshers' week and beyond. The post holder will become a key point of contact for students and direct them to relevant services / sources of support in College.

- Working closely with the Tutorial and Welfare teams, including the College Chaplains, to help plan and deliver a range of extra-curricular activities designed to meet the needs of the students and to support students in setting up their own initiatives. This will involve interaction with student unions and societies, Fellows, and other members of the wider College community as well as external bodies, such as local volunteer groups. This will also include attending the Liaison Committee (three meetings per team) and assisting the Secretary of the Creative Arts Committee which promotes arts events and initiatives within the College. Working with designated Fellows and Student Officers on activities promoting inclusivity in College.

- Supporting the Head of the College's Academic, Personal and Professional Development (APPD) programme in identifying and organising activities that support collaborative study and peer-led learning opportunities, starting with the online workshops for freshers, and more generally help scope, design, and deliver opportunities for students that will support their experience and skills development enabling them to excel in their studies and in the global workforce (e.g., the Skills Award). This will include working one day per week in the Alumni Relations and Development Office (ARDO) helping to implement alumni-led initiatives (see 4 below) e.g., Mentoring Month.

- To maintain the Student Hub, the College's online intranet for students (hosted on Wordpress). The College will provide necessary training. This includes the generation of a regular student newsletter, creating online events and making updates to relevant sections of the intranet according to an annual schedule.

- Work with colleagues in the Alumni Relations and Development Office (ARDO):

  a) To help to curate and manage a programme of career events, networking activities, and communications with the aim of enhancing students' life and workplace skills and opportunities.
  b) To identify alumni who can be of use to student groups who are seeking speakers and panellists for activities.
  c) To play a key role in the student-alumni Mentoring Month and the alumni-alumni Recent Graduate Mentoring Programme annually, utilising the Trinity Connect platform and other tools to ensure that students (and recent graduates) take full advantage of the opportunities open to them through these programmes.
  d) To support the development of a young alumni advisory network, providing advice/feedback on ARDO activities.

- To generate student-focused content for College communications, including social media, working closely with the College Communications Office, ARDO, and College student unions.

- To work with the Head of Tutorial Services to coordinate the College's student grants, awards and prizes, applications for volunteering and internship opportunities, including updating websites, promoting competitions, collating applications, sending award letters and collating reports from recipients. To assist the Alumni Relations and Development Office with queries regarding award recipients and the potential for new funds or competitions.

- To work with the Head of Tutorial Services and the Catering department to organise attendee lists for annual dinners, including the Rice Exchange Dinner, Commemoration Feast and Half-Way Dinner.

- To provide data and input to assist with the evaluation of the effectiveness of student engagement, and the preparation of termly reports that incorporate both quantitative and qualitative analysis.

- To maintain an electronic record of activities and resources and keep a log of expenditure, working to agreed budgets.

The College reserves the right to make reasonable changes to the duties and requirements in the job description, which may be necessary to meet the changing needs of the role or to reflect the latest technology or best practice.

PERSON SPECIFICATION

Experience and Knowledge

- Experience organising events, preferably involving students, academics and/or alumni. (E)
- Some knowledge of College and University systems. (D)
- Experience developing or assisting with student-focused events. (D)
- Experience analysing data and writing reports. (D)
- Experience using social media. (D)

Skills and Attributes

- Strong communication (written and oral) and numerical skills. (E)
- Excellent interpersonal skills, including by email and phone. (E)
- Ability to maintain complete confidentiality of data and to communicate with tact and discretion. (E)
- Excellent organisational skills and able to use own initiative. (E)
- Ability to build good working relationships and share knowledge with team members. (E)
- Attention to detail and accuracy (E)
- Website editing and content creation (training on the College specific platform will be provided) (D)
- An ability to give oral presentations. (D)
- Ability to create content across mixed media – posters, information screens, leaflets – in accordance with style guides and accessibility best practice guidance. (D)

Qualifications

- Education to degree level; any degree discipline is acceptable. (D)

Additional requirements

- Enthusiasm and empathy for student life and education.
- Flexible and enthusiastic approach to work.
- Resilience and patience when dealing with the unexpected.
- Must be prepared to undertake any training provided in relation to health and safety or which is identified as necessary in relation to their work.

EMPLOYMENT DETAILS

Rate of Pay: £32,942 per annum.

Hours: 36.25 hours per week.

Holiday: 25 working days plus 8 public holidays.

Probationary period: Four months.

Contract type: Permanent.

Location: Staff are expected to work in College.

Meals: Free lunch is provided for staff whose duties cover this period when working in College.

Pension Scheme: A pension scheme, which complies with the requirements of the Occupational and Personal Pension Schemes Regulations for auto-enrolment, will be available after three month's service. All staff will become members unless they choose to opt out.

Private Health Care: Membership of a free health care and a dental care scheme are available. Staff can join the schemes after successful completion of their probationary period, subject to eligibility.

Employee Assistance: The Employee Assistance Programme is a free and confidential telephone and web based information and support service providing staff with access to caring and professional consultants and counsellors.

Cycle to work: Tax-free benefit allowing you to spread the cost of a new bike, including either a pedal bike or an e-bike, and equipment for it, over 12 months, maximum limits apply.

Gym: Membership of the College gym is available for a modest fee. Inductions are compulsory.

Sports & Social Club: The Trinity College Staff Sports and Social Club, run by a committee of staff who organise events and outings.

Access to College: The College is unable to provide parking on site for its entire staff. Access to and parking in the City Centre is becoming increasingly difficult. The City Council has provided several Park and Ride sites around the city outskirts, with regular bus services. A number of members of staff cycle to work, and the College may be able to provide covered cycle parking.

College Punts: Use of college punts at a subsidised rate.