University of Roehampton London



Job Description

Employer: **RESL**

Job title: Student Success Tutor (0.6FTE)

Reports to: Curriculum Manager

Salary: £40,205–£44,008 per annum (pro rata)

Main purpose of the job:

To support academic success and positive student outcomes across the School of Continuing Education by working with students, teaching teams, Curriculum Managers and relevant University services to promote engagement, continuation, completion and progression. The postholder will monitor indicators of student engagement, identify students who may need additional support, provide guidance and coaching, and coordinate appropriate follow-up with colleagues.

The role supports students from diverse backgrounds, including widening participation and international cohorts, using student information and feedback to help identify barriers to success and inform proportionate support and improvements to the student experience. The position includes facilitating small-group workshops focused on student engagement, academic success and progression.

Main duties and responsibilities:

Student engagement, data analysis and reporting

- Build effective working relationships with students and relevant staff to promote student engagement, academic success and a positive student experience across the School.
- Monitor and track student engagement, attendance, assessment submission, continuation, completion and progression across the School's programmes, using relevant University systems and available data sources.
- Analyse student engagement and outcomes data to identify patterns, trends, emerging risks and student groups or cohorts requiring additional support, and use findings to inform practical interventions.

Student support and intervention

- Provide individual guidance, coaching and practical support to students, recognising the different needs and circumstances of students across the School's programme portfolio.
- Plan and facilitate small-group workshops to support student engagement, academic confidence, study skills and successful progression, responding to identified student needs.

- Coordinate appropriate follow-up for students identified as at risk of disengagement or non-continuation, including liaison with teaching teams and referral to relevant specialist University services where appropriate.
- Maintain accurate and timely records of student contact, agreed actions, referrals and follow-up, using University systems and processes and observing relevant confidentiality and data protection requirements.

Collaboration and student experience

- Work collaboratively with teaching teams, Curriculum Managers and relevant School colleagues to support student attendance, assessment engagement, continuation, completion and progression.
- Support existing student voice and feedback activities, including helping to coordinate student success discussions or forums where these form part of the School's established arrangements, and sharing relevant themes with colleagues.
- Participate in relevant School meetings and University discussions relating to student engagement and support, as required.

Reporting and team working

- Prepare and provide regular analysis, reports and updates on student engagement, attendance, continuation, completion and progression to the School of Continuing Education leadership team, highlighting key findings, risks and recommended actions.
- Work with Curriculum Managers, teaching teams and other Student Success colleagues to ensure data insights inform timely support and improvements to student outcomes, with agreed functional responsibilities, case handovers and cover arrangements.
- Undertake other duties commensurate with the nature and level of the post, as reasonably required by the line manager.

Person Specification

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively. Please ensure that your application demonstrates how you meet the essential criteria.

Requirements	E/D	Criteria
Experience	Essential	• Experience supporting students or service users through one-to-one guidance, coaching, advice or coordinated follow-up • experience working effectively with colleagues across teams.
	Desirable	• Experience contributing to student voice activities • Experience using University student support or reporting systems
Knowledge and Qualifications	Essential	• Understanding of barriers to student engagement and success in further and/or higher education • awareness of when specialist support or referral is appropriate. • Degree-level qualification or equivalent relevant professional experience.
	Desirable	• Understanding of the needs of widening participation, international or pre-degree students. • Relevant training or professional development in student support, coaching, advice or guidance.
Skills	Essential	• Strong interpersonal and communication skills • sensitivity and discretion • organised record-keeping and follow-through • ability to analyse engagement and outcomes data, identify trends and risks, and explain findings in concise reports and recommendations • confidence with spreadsheets and student information systems. • Ability to work independently and collaboratively, support inclusive practice, undertake training and work flexibly within contractual arrangements. • Ability to plan and facilitate engaging, inclusive small-group workshops, adapting approaches to meet the needs of different students.

Additional Information

- This role is employed within Roehampton Education Services Limited, part of the University of Roehampton Group
- The role is a permanent role, part-time, 0.6FTE.
- It is expected that the working hours will normally be delivered between Monday-Friday. You are expected to give a full professional commitment to fulfil your duties and responsibilities.

- You are expected to work flexibly to meet the needs of Roehampton Education Services Ltd, including evenings as required, within the context of the maximum working week as defined by the UK Working Time Regulations.
- The appointment is offered subject to satisfactory references, and confirmation of the right to work in the UK.
- Roehampton Education Services Ltd. deploys a hybrid-working mode of working. This role allows for 3 days onsite, 2 days working from home pro rata.
- The annual leave entitlement is 30 days p.a. pro rata, including any operational closure days usually at Christmas.
- Access to the University of Roehampton Retirement Savings Pension Plan, a defined contribution scheme, provided by Royal London.
- Roehampton Education Services Limited also offers a wide range of staff benefits, which can be found here.

Job description prepared by: Dean of Continuing Education
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