**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th><strong>Job Title:</strong></th>
<th>Student Engagement Officer</th>
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<tbody>
<tr>
<td><strong>Department / Unit:</strong></td>
<td>Academic Services (Student &amp; Registry Services)</td>
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<td><strong>Grade:</strong></td>
<td>5</td>
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<td><strong>Accountable to:</strong></td>
<td>Campus Engagement Manager</td>
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**Purpose of the Post**

The College requires a rich, diverse and engaged academic and non-academic campus community for all students. The Campus Engagement Team play a key role in delivering a suite of initiatives aimed at enriching the campus experience across the non-academic spheres of student life and co-curricular activity. In addition, the team is called upon to provide rapid and insightful access to student opinion and challenges across all aspects of their University experience.

This role will focus on supporting strategies and projects that enhance all aspects of student engagement activity outside the spheres of learning - being responsible for the coordination and facilitation of the Royal Holloway 100 (RH100) Student Panel that serves as a student voice and feedback mechanism and supports the College in its delivery of the Student First project. The role will also coordinate the capturing of data and insight into our campus community, particularly with regards to the needs and expectations of groups such as international, mature, postgraduate, commuting students, etc.

In addition, they will support the work of the team on key initiatives such as Peer Guidance, Welcome Week and any other student experience related projects as required.

**Main Contacts**

The Student Engagement Officer will work closely with the Students’ Union and departments across College to ensure there are a range of initiatives for engaging with different student groups throughout the academic year as well as the collection of feedback from the whole student body and its dissemination. They will also be in contact with other institutions sharing and developing best practice in all their areas of work.

**The post-holder will undertake duties commensurate with the grade to fulfil the main purpose of the role, these will include:**

- The administration for and coordination of the RH100 Student Panel including communicating with panellists, arranging and facilitating panel meetings, taking minutes and writing up reports, etc.
- In collaboration with HR, the recruitment of new panellists for the next academic year and related responsibilities including setting up contracts, monitoring attendance and responding to any attendance issues, approving time sheets, etc.

- Develop and maintain effective working relationships with all relevant stakeholders in departments across the College and the Students’ Union

- Working with Internal Communications to promote the RH100 panel and communicate its outcomes and successes (“you said we did”) to students, staff and other stakeholders via our webpages and social media

- Supporting the Campus Engagement Manager in the recruitment, training and coordination of student volunteers for the Peer Guidance scheme

- Encouraging that students from all demographic and academic background are adequately represented in student initiatives offered by the College &/or Students’ Union at key transitions in the student journey for different year groups

- The development and implementation of mechanisms by which insight into and feedback from different student groups (e.g. international, mature, postgraduate, commuting students, etc.) can be quickly gathered, analysed and acted upon to ensure the provision continually evolves and improves.

- Supporting the team with work on Pre-Arrival activity, Welcome Week and any other student transition related projects

- The administration for and representation of the Campus Engagement Team on key committees and projects to ensure that new initiatives act in the interest of key services as required

**Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.