JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Student Engagement Officer</th>
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</thead>
<tbody>
<tr>
<td>Department / Unit:</td>
<td>Student and Academic Services / Student Engagement &amp; Sport</td>
</tr>
<tr>
<td>Job type</td>
<td>Full Time, Permanent</td>
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<tr>
<td>Grade:</td>
<td>5</td>
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<tr>
<td>Accountable to:</td>
<td>Student Engagement Manager</td>
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<tr>
<td>Accountable for:</td>
<td>• Student Engagement Assistants</td>
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<tr>
<td></td>
<td>• RH100 Student Panellists</td>
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<td></td>
<td>• Student Peer to Peer volunteers</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 Student 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 delivering projects that enhance all aspects of student engagement activity outside the spheres of learning – in particular, being responsible for the coordination and facilitation of the Royal Holloway 100 (RH100) Student Panel that serves as a student voice mechanism and provides the College with crucial student input into its strategies. The role will also coordinate the capturing of data and insight into our diverse campus community, particularly with regards to the needs and expectations of Widening Participation students to ensure our commitment to the College’s Access & Participation Plan.

In addition, they will be responsible for the coordination of the College’s peer mentoring scheme and support the work of the wider team on key initiatives such Pre-Arrival, Welcome Week and any other transition and retention related projects as required.

Key responsibilities and outcomes: (most frequent duties first)

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 delivering training for and communicating with panellists, arranging and facilitating panel meetings, taking minutes and writing up reports, etc.
- The recruitment of new panellists for the next academic year and related responsibilities, including monitoring attendance and responding to any attendance issues, approving rewards, etc.

- The selection, training and coordination of student volunteers for the Peer Guidance scheme, including providing line management of the Student Engagement Assistants and support to volunteers in a leadership role as part of their personal development

- Supporting the Student Engagement Manager with the ongoing monitoring and evaluation of the effectiveness of the team’s work, particularly with regards to RH100 and Peer Guidance.

- In collaboration with Internal Communications, to promote projects (i.e. RH100 panel, Peer Guidance scheme) and communicate their outcomes and successes to students, staff and other stakeholders via our webpages and social media

- Supporting the Student Engagement Manager with the creation and maintaining of content for the Welcome to Royal Holloway mobile app to maximise the app’s usage and effectiveness.

- Encouraging that students from all demographic and academic backgrounds engage effectively with student initiatives offered by the College and the 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

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

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

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

Other Duties

As the needs of the College change so the above job profile, duties and location of the role within the College will be adjusted accordingly.

Internal and external relationships

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.