## Job Description

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Student Engagement Events Officer</th>
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</thead>
<tbody>
<tr>
<td>Department / Unit:</td>
<td>Student Engagement (Student &amp; Academic Services)</td>
</tr>
<tr>
<td>Job type</td>
<td>Full Time, Permanent</td>
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<td>Grade:</td>
<td>6</td>
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<tr>
<td>Accountable to:</td>
<td>Head of Student Engagement</td>
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<tr>
<td>Accountable for:</td>
<td>Casual Events Staff</td>
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### Purpose of the Post

Student & Academic Services is an umbrella directorate drawing together a broad range of services which are core to the student lifecycle. The Student Engagement team at Royal Holloway has a particularly strong student experience focus, leading a number of successful student life and engagement programmes across the College for all students, with a particular focus on new student orientation, engagement activity, success and graduation.

The post holder will be a main contributor in promoting inclusive and engaging end-to-end non-academic student life events, engendering a vibrant student community that supports all aspects of the Royal Holloway student experience.

The role is responsible for providing specialist administrative and events support for Student Orientation/Life activity and Graduation.

### Key Tasks

#### Graduation

- Organising the Summer and Winter Graduation Ceremonies, including maintaining the operational calendar and ensuring that key milestones are met.

- Working closely with other sections of the College including Academic Departments, Conferences and Catering, Events, Alumni, Communications and Facilities to ensure the successful delivery of the ceremonies.

- Acting as secretary to the Graduation Ceremonies Operational Group and the Graduation Ceremonies Steering Group.

- Organising the tender process to procure external services for the ceremonies. This includes Photography, Gowning, Music and Audio Visual provision.

- Co-ordination of the Graduation Ceremonies communications including communications to students and College staff, information on the Royal Holloway web pages and the production of the ceremony publicity materials.
• Timetabling the Graduation Ceremonies for Summer and Winter.

• Managing the Graduation booking site and ensuring that the providers of the site meet their contractual obligations.

• Reporting and processing student data in order to produce invitations to graduation, the Roll of Graduands and the graduation registration lists.

• Managing the handling of queries from students and staffing in relation to the Graduation Ceremonies, including training the Student Services Centre team.

• Timetabling the recruitment of staff to support the running of the Graduation Ceremonies.

• Managing and running the training sessions for casual and College staff involved with the ceremonies

• Supporting the Head of Student Engagement in running training for the Platform Party, including the Senior Management Team and Heads of Academic Departments

• Acting as the key point of contact for all internal and external stakeholders before, during and after the Graduation Ceremonies.

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**Student Life Events & Student Orientation**

• Organising key student orientation events, including pre-arrival visit days, welcome week and induction talks.

• Managing the administration of the recruitment, training and supervision of student ambassadors who support student orientation events and campaigns.

• Co-ordinate non-academic student life events that enrich the student experience for students at Royal Holloway, providing event support where required. Working with other departments within Student & Academic Service you will ensure activity is timely and accessible to students needs.

• In partnership with other teams across College ensure student life events are advertised to students and engagement levels are tracked. This includes the maintaining of content on the student mobile app and supporting the Head of department in coordinating the student app user group.

• Working with the Head of department you will develop a 'student success' initiative where students are recognised for contributing to values of the Royal Holloway Student Experience.

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**Other Duties**

• Supporting the delivery of RH 100 events both online and face-to-face.

• Tracking data and trends for student engagement.

• Documenting procedures and developing processes relating to graduation, student orientation and student life events.
- Maintaining an up to date knowledge of Higher Education issues and developments in relation to graduation and student life.
- Working flexibly during peak work periods and key events.

All members of Student Engagement are expected to assist with the key events including but not limited to Student Orientation and Graduation and are expected to work as a team.

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.

### Internal and external relationships

The following list is not exhaustive but the post holder will be required to liaise with:

**Internal**
- Academic Departments
- Conferences and Catering
- Events
- Alumni
- Marketing & Communications
- Facilities
- HR
- Student Services Centre
- Internal Comms

**External**
- External companies whose services are contracted for Graduation such as:
  - AV company
  - Gown Hire company
  - Photography company
  - Graduation Memorabilia companies
  - App developers