JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Student Engagement Officer – Conversations about Race</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Student and Academic Services</td>
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<tr>
<td>Job type</td>
<td>Professional Services</td>
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<td>Grade:</td>
<td>RHUL 6</td>
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<td>Accountable to:</td>
<td>Head of Student Engagement</td>
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<td>Accountable for:</td>
<td>N/A</td>
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Purpose of the Post

The Student Engagement team champions student success through meaningful collaboration with both students and staff to deliver a quality experience for students from all backgrounds. A new part of its work is the delivery of Conversations about Race within Academic Schools and Professional Services. These aim to build awareness and understanding of race issues amongst staff and students, and develop confidence in having conversations about race, encouraging individuals to take action for change in their own sphere of influence. The Conversations will also aim to uncover issues that are at the heart of inequality and racism within the institution, which will then feed into action planning to promote race equality and tackle discrimination.

The post holder will co-ordinate the delivery of these Conversations, acting both as lead facilitator and programme manager. They will lead a team of internal facilitators in delivery of these Conversations, ensuring that the overall aims of the programme are met.

Key Tasks

Conversation Facilitation

- To be the delivery lead for the Conversations about Race, collaborating on the design of these events
- Using specialist knowledge and skills, to facilitate groups to have conversations about race to meet defined aims
- To co-ordinate and provide leadership to a group of internal facilitators to deliver Conversations about Race, in order to ensure quality and consistency of delivery

Programme management

- To agree an annual programme for Conversations about Race, and work with stakeholders to schedule and deliver them
• To recruit and co-ordinate the availability of note-takers to ensure that each
Conversation is appropriately documented
• To provide leadership to those involved in the Conversations, and operational direction
to ensure that there is a culture of quality and constant improvement
• To provide relevant training as required to new facilitators and note-takers
• To complete all the administration required for the event which will include liaising with
external stakeholders and colleagues
• To organise and manage tech support and documentation as required on the day.

Conversation promotion and attendance

• To act as the first point of contact for students and other stakeholders on the
Conversation about Race
• To work in collaboration with stakeholders to promote scheduled Conversations to
students and staff to ensure bookings
• To process bookings from students and staff, ensuring provision of excellent customer
service
• To ensure the delivery of excellent customer service to stakeholders at and during the
organisation of events
• To maintain attendance statistics to evaluate the reach of the programme.

Conversation follow-up and evaluation

• To write a report for each Conversation following an agreed format, and share with the
relevant senior manager.
• To gather and share insights from the Conversations to inform College Inclusive
Education, Student Experience and EDI activities
• To share Conversation reports with attendees, demonstrating how issues will be taken
forward, and communicating where action is already underway.
• In conjunction with senior staff, to take a lead in evaluating the effectiveness of Royal
Holloway’s Conversations about Race, undertaking research and making
recommendations for future developments in this area

General

• To develop effective networks and working relationships with colleagues and external
contacts required for the workshop, sharing good practice and increasing knowledge
and understanding across the College, as required.
• To develop an in-depth awareness of the College’s Inclusive Education, Student
Experience and EDI activities.

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. These duties are a guide to the work
that the post holder will be required to, and they may change (within reasonable limits) to
reflect the changing needs of a dynamic Student Engagement team. As the needs of the
college change so the above job profile may be adjusted accordingly.
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: School Managers, School Directors of EDI, UG/PG Education and Student Experience, Internal Communications, Organisational Development and Diversity; the Students Union.