

Job Description and Person Specification

Student Advice & Engagement Manager

October 2024

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Purpose and Values

Purpose

Our purpose is:

Breaking down barriers together.

Values

Our values are:

Dare to be different

Make it happen

Don't be mean

Job Description

Job Title:	Student Advice & Engagement Manager
Salary:	Grade 2: £36,480 to £46,980
Hours of Work:	37.5 hours per week Monday to Friday 08.00 to 18.00 [Non-contractual flexible working scheme applies] However, occasional working from home may be permitted at the line manager's discretion provided it does not exceed one working day in any week; this is subject to the postholder completing a satisfactory risk assessment of their home workstation and working environment
Holidays (Paid):	25 days (some of which to be taken during Christmas/New Year shut down), plus public holidays
Pension:	Contributory pension scheme Full details from the Finance Department
Main purpose of the role:	To act as Bloomsbury Institute's Student Advice & Engagement Manager in the Student Advice and Wellbeing Team.
Reporting to:	Director of the Centre for Student Engagement, Wellbeing and Success (SEWS)
Location:	7 Bedford Square, London, WC1B 3RA

Main Tasks

The main tasks of the job are:

- Ensure all tasks are undertaken within the spirit of the Institute's vision, mission and values.
- Promote, apply, and ensure compliance with the Equality Act 2010 and the Institute's Equality, Diversity and Inclusion Policy.
- Manage the frontline Student Advice and Wellbeing Service ensuring that students have access to prompt, consistent and practical advice, support and guidance in order to support their programme of study.
- Line management of 2 x Student Advice and Wellbeing Officers.
- Manage the development, delivery and on-going enhancement of a pastoral support and a frontline advice and triage service for students.
- Refer students to relevant teams such as Disability Services, Finance, Academic Administration, Timetabling, Compliance and Assessments, so that students are appropriately supported for their studies.
- Work with IT Services to further develop and enhance the data analytics system to inform student interventions associated with engagement and achievement and be responsible for evaluating the effectiveness of this system, and the training and support of the team to use it.
- Interrogate and analyse student intervention data and write periodic student intervention reports that evaluate the impact of any interventions made on increasing levels of engagement, achievement, continuation and completion. This will include analysing trends for students who are 'at risk' compared to those students who are not at risk.
- Lead on and manage projects related to enhancing the engagement intervention processes and activities, which includes providing regular written reports with informed recommendations.
- Responsible for the delivery and future development of the institute's established peer learning and peer mentoring schemes, to include:
 - Liaise with the Marketing Team on the effective marketing of all peer learning and mentoring schemes.
 - Develop and deliver the online and face to face training of and manage and support higher year undergraduate students who act as PAL Leaders and Peer Mentors.
 - Liaise with academic colleagues to ensure the schemes continue to be embedded at course level, and work with IT to develop effective online mechanisms that add value to peer learning and mentoring activities.
 - Ensure appropriate systems are in place for the students to record and reflect on the value of their experience of the schemes and develop, monitor and evaluate processes for the registration and tracking of PAL Leaders and peer mentor/mentee relationships.
 - Interrogate and analyse peer learning and peer mentoring data and write regular and annual reports that evaluate the impact of student participation on increasing levels of engagement, achievement, and continuation. This will

include analysing trends for students who engage in peer learning compared to those students who don't.

- As required by the Director of SEWS:
 - Support the delivery of the Let's Grow employability programme.
 - Support the preliminary investigations of student complaints.
- As required by the Director of SEWS, assume the role of Champion for the Centre for Student Engagement, Wellbeing and Success for the implementation of any new software solutions, including but not limited to SharePoint and Microsoft Teams, and ensure that all staff within the Centre are trained in the use of any new software solutions and use such software solutions effectively and competently.
- Work collaboratively with all members of staff.
- Attend Staff Meetings, Staff Development sessions and all other meetings at which attendance is required.
- Ensure all communications with students and colleagues are in line with the Institute's Communications Principles.
- Use all IT systems appropriately and effectively, to include SharePoint and Microsoft Teams.
- Carry out duties and responsibilities at all times with due regard to relevant regulations, policies and procedures, including those relating to health and safety.
- Adhere to the provisions of data protection legislation, and refrain from sharing any personal or other information relating to students with any third party without the Line Manager's express permission.
- In addition to the above tasks, to undertake any other tasks as directed by the Line Manager (or nominee).

The above is not an exhaustive list of tasks as the role may change to meet the Institute's overall objectives. These tasks are subject to amendment over time as priorities and requirements evolve and as such the job description may be amended at any time by the line manager following discussion with the post holder.

Person Specification

Essential criteria [i.e. the criteria that an applicant must satisfy]

Qualifications

- Undergraduate degree or equivalent.

Experience and attributes

- Significant experience of working in student advice and support or student services in a Higher Education setting.
- Experience of working in teams and line management of staff.
- Experience of customer service, answering face to face enquiries, telephone queries and responding to emails.
- Computer literate (to include competence in the use of Microsoft Office, in particular Word, Excel, PowerPoint and Outlook; SharePoint; and Microsoft Teams).
- Ability to use Student Management Systems (e.g., Oracle on Demand, SITS).
- Significant experience of interrogating and analysing data.
- Significant experience of dealing with large sets of data using Excel.
- Proactive in using the data to inform on supporting student engagement.
- Proven ability to write evidence-based evaluation reports that measure the impact of engagement interventions and of student participation in peer learning and mentoring schemes.
- Excellent writing, communication and interpersonal skills.
- Ability to engage, influence and work positively with a wide range of people.
- Ability to work independently as well as take direction and work collaboratively across divisional and departmental boundaries.
- Excellent organisational skills and the ability to effectively prioritise.
- Ability to successfully manage and complete projects.
- Ability to manage change and adapt to a fast-changing environment.

Personal qualities

- Welcoming and hospitable attitude.
- Ability to own and find solutions to problems, underpinned by a strong curiosity to learn.
- Commitment to living the Institute's values: Dare to be different; Make it happen; and Don't be mean.
- Enthusiasm and empathy for the Institute's purpose.
- Genuine commitment to equal opportunities and widening participation.

- Good time management, with an ability to work under pressure and meet tight deadlines, whilst maintaining high attention to detail.

Desirable criteria [i.e. the criteria that it is desirable (but not essential) that an applicant should satisfy]

Qualifications

- None

Experience and attributes

- Experience of developing and coordinating peer learning schemes

Personal qualities

- None

Guaranteed Interview Scheme for applicants with a disability and other related information

We actively encourage applications from persons with a disability.

If an applicant with a disability meets the essential criteria for the job (as set out within the Person Specification), they will be provided with the opportunity to demonstrate their abilities at an interview under our Guaranteed Interview Scheme.

In order to request a guaranteed interview, to obtain documentation in a different format, to ask for support or to discuss any issues around reasonable adjustments, in the first instance, please contact Antony Charles, People, Talent and Culture Manager at antony.charles@bil.ac.uk. Please refer to our [Staff Recruitment and Development Policy](#) for further information.