# Job Description and Person Specification

Last updated: 18th March 2021

## JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Post title:</th>
<th>Student Success and Inclusion Coordinator</th>
</tr>
</thead>
<tbody>
<tr>
<td>School/Department:</td>
<td>Widening Participation and Social Mobility</td>
</tr>
<tr>
<td>Faculty:</td>
<td>Student Experience</td>
</tr>
<tr>
<td>Career Pathway:</td>
<td>Management, Specialist and Administrative (MSA) Level: 3</td>
</tr>
<tr>
<td>Posts responsible to:</td>
<td>Student Success Manager</td>
</tr>
<tr>
<td>Posts responsible for:</td>
<td>None</td>
</tr>
<tr>
<td>Post base:</td>
<td>Office-based</td>
</tr>
</tbody>
</table>

### Job purpose

To deliver programmes which support students from underrepresented groups to achieve successful outcomes through targeted interventions and support whilst developing relationships across the directorate and wider institution to promote equality of access and engagement for all students.

### Key accountabilities/primary responsibilities

<table>
<thead>
<tr>
<th></th>
<th>% Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Deliver specialist support, instruction, guidance and/or advice to students currently underrepresented in higher education in line with the university's Widening Participation Strategy, the Access and Participation and legislative requirements and guidelines</td>
<td>35 %</td>
</tr>
<tr>
<td>Provide a point of contact for students from underrepresented groups offering guidance and support</td>
<td></td>
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<tr>
<td>To coordinate social mobility programmes, devising and delivering workshops for students</td>
<td></td>
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<tr>
<td>To embed student voice and evaluation into all activities</td>
<td></td>
</tr>
<tr>
<td>2. Responsibility for coordinating projects which support successful recruitment, transition and success and progression within the Widening Participation Directorate</td>
<td>20 %</td>
</tr>
<tr>
<td>3. To organise events, ensuring all activities run efficiently by co-ordinating diaries, booking venues, and supplying relevant information.</td>
<td>20 %</td>
</tr>
</tbody>
</table>
### Key accountabilities/primary responsibilities

<table>
<thead>
<tr>
<th>#</th>
<th>Accountability</th>
<th>% Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>To contribute to the formulation and delivery of Widening Participation strategy and action plan.提供学生案例会议和校正小组的输入</td>
<td>10%</td>
</tr>
<tr>
<td></td>
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<tr>
<td>5</td>
<td>Responsible for the adherence to service quality standards within area of responsibility (e.g. KPI’s, Ofsted, QAG, Matrix, Quest, UUK, CoP, etc.), collecting relevant statistical reporting to monitor attainment and prioritising any issues for investigation/escalation</td>
<td>5%</td>
</tr>
<tr>
<td>6</td>
<td>Undertake any other duties that fall within the scope of the post as allocated by the line manager following consultation with the post holder</td>
<td>5%</td>
</tr>
<tr>
<td>7</td>
<td>The post-holder is expected to undertake all personal administration required within the role, and adhere to University Policy and relevant legislation (e.g. H&amp;S compliance)</td>
<td>5%</td>
</tr>
</tbody>
</table>

### Internal and external relationships

**Internal**
- Student Body
- All Student Services
- All Professional Services
- All Faculties
- Office of the Vice Chancellor

**External**
- Students’ Union
- HE Institutions
- Office for Students
- Schools and Colleges
- HEFCE, HESA, BIS and UCAS
- Suppliers and Contractors
- Employers
- Members of the Public/Community Groups
- NEON, Action on Access and other educational charities and third sector organisations

### Special Requirements

- The post holder may be required to work from a variety of campus locations or visit students, customers or organisations external to the University and therefore must be willing to travel
- The post holder is expected to work flexibly to provide services to a range of customers
- As a maximum the post holder will be expected to work one weekday evening and one weekend day per month such other peak service delivery times as necessary to the business, following consultation with the postholder
- Willingness to rotate roles and responsibilities to increase breadth of experience
- Work within the bounds of the University’s Confidentiality Policy
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Essential</th>
<th>Desirable</th>
<th>How to be assessed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qualifications, knowledge and experience</td>
<td>A levels/HNC/or skill level equivalent with proven work experience</td>
<td>Evidence of relevant training and/or qualification for the specialist field</td>
<td>Application/Interview</td>
</tr>
<tr>
<td></td>
<td>Experience of working with students, customers or service users in an advisory/ capacity or coaching role.</td>
<td></td>
<td>Application/Interview</td>
</tr>
<tr>
<td></td>
<td>Depth of knowledge of a specialist field</td>
<td></td>
<td>Application/Interview</td>
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<tr>
<td></td>
<td></td>
<td>Experience of managing informal complaints</td>
<td>Application</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Experience of managing work placements or coordinating projects</td>
<td>Application</td>
</tr>
<tr>
<td>Planning and organising</td>
<td>Ability to maintain clear and accurate records</td>
<td></td>
<td>Application/Interview</td>
</tr>
<tr>
<td></td>
<td>Ability to initiate, plan and organise a range of one's own and a team's work efficiently and effectively, including working to deadlines under pressure</td>
<td></td>
<td>Application / Interview</td>
</tr>
<tr>
<td>Problem solving and initiative</td>
<td>Able to identify and solve problems by applying judgement, initiative and flexibility to tackle some situations in new ways and by developing improved work methods.</td>
<td>Ability to use own initiative but recognise when to refer to a colleague or manager</td>
<td>Interview</td>
</tr>
<tr>
<td>Management and teamwork</td>
<td>Ability to work as part of a team whilst also being able to prioritise and manage own workload</td>
<td></td>
<td>Application/Interview</td>
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<tr>
<td></td>
<td>Able to positively influence teamwork</td>
<td></td>
<td>Interview</td>
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<tr>
<td></td>
<td>Able to ensure staff are clear about changing work priorities and service expectations Able to offer proactive advice and guidance.</td>
<td></td>
<td>Interview</td>
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</tbody>
</table>
| Communicating and influencing | Ability to elicit information to identify specific customer/client needs and to offer related proactive advice and guidance  
Evidence of good networking skills including maintaining good partnership working with a range of colleagues  
Ability to prepare and present written and/or verbal information clearly and concisely to students and staff including the delivery of group presentations | Application / Interview |
| | | |
| Other skills and behaviours | Evaluate systematically and rigorously the impact of service provision  
Competent in the use of Microsoft Office packages  
Regularly evaluate professional performance and reflect constructively using evidence to improve performance  
Emotional intelligence  
Ability to develop communications resources  
Able to understand cultural diversity  
Empathetic to the goals and aims of widening access, success and progression in Higher Education  
Demonstrate a commitment to the University vision and values  
Able to apply a comprehensive understanding of relevant University systems and procedures and an awareness of activities in the broader work area  
Experience of data analysis and manipulation  
Experience of organising events | Application / Interview |
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<tbody>
<tr>
<td>Special</td>
<td>requirements</td>
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## JOB HAZARD ANALYSIS

Is this an office-based post?

| ☐ Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| ☐ No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below. Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## ENVIRONMENTAL EXPOSURES

<table>
<thead>
<tr>
<th>Occasionally (&lt;30% of time)</th>
<th>Frequently (30-60% of time)</th>
<th>Constantly (&gt; 60% of time)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outside work</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Extremes of temperature (eg: fridge/ furnace)</td>
<td></td>
<td></td>
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<tr>
<td>## Potential for exposure to body fluids</td>
<td></td>
<td></td>
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<tr>
<td>## Noise (greater than 80 dba - 8 hrs twa)</td>
<td></td>
<td></td>
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<tr>
<td>## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below:</td>
<td></td>
<td></td>
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<tr>
<td>Frequent hand washing</td>
<td></td>
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<tr>
<td>Ionising radiation</td>
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## EQUIPMENT/TOOLS/MACHINES USED

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<table>
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<tbody>
<tr>
<td>## Food handling</td>
<td></td>
<td></td>
</tr>
<tr>
<td>## Driving university vehicles(eg: car/van/LGV/PCV)</td>
<td></td>
<td></td>
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<tr>
<td>## Use of latex gloves (prohibited unless specific clinical necessity)</td>
<td></td>
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<tr>
<td>## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)</td>
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## PHYSICAL ABILITIES

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<tbody>
<tr>
<td>Load manual handling</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Repetitive crouching/kneeling/stooping</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Repetitive pulling/pushing</td>
<td></td>
<td></td>
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<tr>
<td>Repetitive lifting</td>
<td></td>
<td></td>
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<tr>
<td>Standing for prolonged periods</td>
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</tr>
<tr>
<td>Repetitive climbing (ie: steps, stools, ladders, stairs)</td>
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<td></td>
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<tr>
<td>Fine motor grips (eg: pipetting)</td>
<td></td>
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<tr>
<td>Gross motor grips</td>
<td></td>
<td></td>
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<tr>
<td>Repetitive reaching below shoulder height</td>
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<td></td>
</tr>
<tr>
<td>Repetitive reaching at shoulder height</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Repetitive reaching above shoulder height</td>
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## PSYCHOSOCIAL ISSUES

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<table>
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<tbody>
<tr>
<td>Face to face contact with public</td>
<td></td>
<td></td>
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<tr>
<td>Lone working</td>
<td></td>
<td></td>
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<tr>
<td>## Shift work/night work/on call duties</td>
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</tbody>
</table>

## Notes

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.