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| Last updated: | August 2023 |

**JOB DESCRIPTION**

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| Post title: | **Education and Student Experience Advisor** | | |
| School/Department: | Southampton Business School | | |
| Faculty: | Social Sciences | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 3 |
| Posts responsible to: | Principal Teaching Fellow (EDO) (6) | | |
| Posts responsible for: | Students (c40) employed as peer leaders in Semester 1 each year, summer interns (up to three) working on enhancement projects | | |
| Post base: | Largely office-based (See job hazard analysis) | | |

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| Job purpose |
| Job Purpose:   * To collect information and feedback from students, in order to deliver in depth advice on the student experience to the senior education team in the Business School (including the Senior Tutors and UG/PG programme directors, and EDO colleagues) * To initiate, plan and implement a series of projects throughout the year, to improve and enhance the quality of the student education experience within the Business School |

| Key accountabilities/primary responsibilities | | % Time |
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|  | To recruit, train, manage and support the undergraduate peer leaders, to scope and propose sustainable ways of maintaining/ improving/ expanding support for UG students, (with appropriate input from our alumni and other stakeholders) | 20 % |
|  | Continue and develop effective communication with SBS students using a range of tools such as our website, social media, VLE, surveys, focus groups and informal face-to-face meetings to promote available student support, opportunities for student engagement, and to gather feedback on the student experience. | 20 % |
|  | To recruit, advise and support the PG peer advisors to help them access information and resources, and to propose ways of maintaining/ improving/ expanding their role | 15% |
|  | To recruit, train, manage and support summer interns, (and other roles if relevant) to work on specific projects such as the review/ enhancement of induction | 10% |
|  | Promote student engagement with student satisfaction surveys (particularly the NSS, but also PTES, PRES, SSS). | 10 % |
|  | Organise and promote events, resources, and materials to enhance learning, employability and the student experience, working directly with staff or students, including the promotion of student prizes. | 10% |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 10 % |
|  | To represent the Business School internally (eg during visit days, at University networks) and externally, in order to share and gain knowledge of good practice. | 5 % |

| Internal and external relationships |
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| Internal   * Student Body (to act as key point of contact for current students) * Business School Students and Staff (in particular senior education team, to keep informed about concerns and trends) * Faculty staff (as relevant for project and education work) * Other university staff (as relevant for project and education work)   External   * Students’ Union * Schools and Colleges (as part of student recruitment work) * Employers * Members of the Public/Community Groups * Alumni * Internal colleagues such as central student services, recruitment and outreach and career destinations |

| Special Requirements |
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| Special Requirements:   * The post holder may be required to visit other campuses, employers and other institutions or partners, and therefore must be willing to travel * The post holder may be expected to work flexibly on occasion, for instance if there are commitments outside the normal working day or week * Undertake such tasks as are reasonably requested * Work within the bounds of the University’s Confidentiality Policy |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of HNC, A-Level, NVQ3 with proven work experience acquired in relevant roles and job-related training  Strong empathy with students and current issues affecting them  Experience of representing student groups and/or individuals  A knowledge of Southampton and its region, and the opportunities it presents | An understanding of the key issues important to students within Southampton Business School  Degree or equivalent qualification or experience | Application/  Interview |
| Planning and organising | Strong organisational ability  Ability to work to strict deadlines and manage several projects at one time. |  | Application/  Interview |
| Problem solving and initiative | Able to identify and solve problems by applying judgement and initiative to tackle some situations in new ways and by developing improved work methods. |  | Application/  Interview |
| Management and teamwork | Ability to work independently or as part of a team  Able to solicit ideas and opinions to help form specific work plans.  Able to positively influence the way a team works together.  Able to ensure staff are clear about changing work priorities.  Able to effectively allocate to, and check work of staff, coaching/ training and motivating staff as required. |  | Application/  Interview |
| Communicating and influencing | High level of written and verbal communication skills including the ability to present complex information in a concise and user-friendly way.  Ability to build good relationship with a wide range of colleagues across the organisation.  Ability to negotiate and persuade a range of stakeholders on a range of issues to ensure timely delivery of projects | Able to make confident presentations to a range of different audiences. | Application/  Interview |
| Other skills and behaviours | Attention to detail  Excellent IT skills including Microsoft Packages  Flexibility and willingness to adapt to changing priorities  Experience of using social media | Experience of creating content for online platforms. | Application/  Interview |
| Special requirements | Willingness to travel if required  Willingness to occasionally work outside normal working hours |  | Application/  Interview |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| 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. |

## - 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.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work | x |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public | x |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |