

Capital City College Group
Job Description and Person Specification

Post: Student Engagement Officer

Contract: Permanent

This is a cross-college role.

Key purpose is to:

- plan, organise, deliver and evaluate student enrichment and engagement activities, specifically for non-qualification study programme activities (enrichment); and
- develop students' personal, social and employability skills and qualities through a range of enrichment programmes and learner voice activities.

Main Duties and Responsibilities are to:

- create opportunities for, and promote student attendance at, added value non-qualification activities that supports student goals and is integrated into the study programme – including student-led activities, events and campaigns;
- design a range of methods, activities and events to collect student voice feedback – including new technology solutions (e.g. digital technology, virtual learning environments and social media);
- seek out and develop enrichment opportunities through external partnerships;
- work across the college with other enrichment officers, student support staff and other college staff to improve the student experience at the college;
- participate in, and support follow-up activities for, recruitment events in a range of settings including open days, schools, colleges, voluntary and community organisations, libraries and fairs;
- monitor student enrichment and engagement activities, and evaluate the impact on students, through the use of feedback and data;
- monitor finances to ensure the effective use of resources;
- represent the college at external meetings with key community and partner stakeholders;
- participate actively in the admissions and enrolment process for the Campus, undertaking a specific student facing role at main enrolment periods;
- support the work of the Student Services Hub team at the campus to ensure the service meets the college's statutory duties on safeguarding, child protection and adults at risk; and
- To support and assist with other Student Hub activities when required.

Line manager responsibilities

- None

Wider responsibilities are to:

- represent student enrichment and engagement at both college and group level meetings as appropriate in relation to the overarching work of the Student Hub;
- develop and maintain effective working relationships with external stakeholders and partners at both a local and wider level as appropriate; and
- work flexibly within the Student Hubs, cover shift patterns within agreed working hours (including evenings and weekends where required), covering work of absent colleagues where required, and providing support to other Student Hubs if necessary.

General duties are to:

- implement college policies particularly those relating to equality of opportunity, health and safety and data protection;
- implement Health and Safety and security procedures in accordance with statutory and college requirements;
- undertake appropriate self-development and training activities and regularly review their performance of duties with the line manager for the post; and
- undertake any other duties consistent with the key objectives and/or duties of the post.

Expectations of the Post Holder

- To demonstrate model behaviours that, at all times, are consistent with an open, inclusive and participative style.
- To be proactive in identifying and pursuing opportunities that are appropriate to maintaining his/her professional development, and actively participate in the Group's appraisal scheme.
- To carry out his/her duties at all times with due regard to the Group's policies, including Safeguarding, Health & Safety, Equal Opportunities, and Data Protection, and participate in training as and when required.
- To work flexibly and to undertake such other duties that may reasonably be allocated by the line manager, which may include working occasional evening and weekends.
- The nature of this post means that the post holder may need to travel to undertake duties at other College campuses as and when required as well as external venues.
- This post falls within the scope of the regulations requiring a Disclosure & Barring Service (DBS check).

N.B: This job description is designed to outline a range of main duties that may be encountered. It is not designed to be an exhaustive listing of tasks and can be varied in consultation with the post holder in order to reflect changes in the job or the organisation.

EDI: We value diversity and positively welcome applications from all backgrounds. This will help ensure our workforce better reflects the diverse wider community we support. Applicants who declare a disability meeting the minimum criteria for the role will be guaranteed an interview.

Safeguarding

We are committed to safeguarding and promoting the welfare and safety of our students and expect everybody working for the Group to share this commitment. We actively seek DBS enhanced clearance checks for applications of employment as part of our safeguarding procedures.

Person Specification

	Criteria	E	D
Qualifications	Educated to degree level or equivalent		
Knowledge / Experience	Experience of working with, and engaging, young people and/or adults in a diverse education setting		
	Experience of working with external organisations to develop effective partnerships and deliver projects		
	Experience of using information and communication systems & technology		
	Experience of collecting and using feedback and data to inform planning, monitor progress and evaluate impact		
	Knowledge of the needs of students in a diverse education setting and how to contribute to student success		
	Knowledge and understanding of curriculum, tutorial and enrichment delivery		
	An understanding of health and safety requirements when organising activities and events		
	An understanding of safeguarding considerations when specifically working with young people and vulnerable adults		
Skills	Excellent interpersonal skills and communication skills both verbal and written		
	The ability to work as part of a team and independently using initiative		
	The ability to liaise effectively and build partnerships with internal and external stakeholders and agencies		
	Excellent organisational skills, meet deadlines, identify priorities and organise own work load		
	The ability to effectively plan and manage events and activities within the college and group, as required		
	Appropriate IT and financial management skills		