Student Experience Officer

Department:  History

Hours of work:  Full-Time / 37 hours a week

Contract type:  Open

Salary:  £33,309 - £40,927 a year / Grade 6
Introduction

The University of York is one of the finest institutions in Europe for the advanced study of History, combining ground-breaking research with teaching programmes of incredible chronological breadth and geographic and thematic scope. The Department of History is one of the largest in the UK, with a present complement of over 50 academic staff, over 900 single-subject or combined-honours undergraduate students, and a graduate school of more than 150 students on various postgraduate programmes.

The Department is proud to be ranked in the top 50 in the world for History QS World University Rankings 2021 and No.9 in the UK (times and Sunday Times Good University Guide 2022. The Head of Department is Professor Laura Stewart.

We pride ourselves on our ability to provide the support needed to enable all students to progress successfully through their chosen programme of study.

Main purpose of the role

The Department is seeking to appoint a Student Experience Officer. Working alongside the Chair of the Board of Studies and the Student facing PSS team in the department, the post-holder will support students in the following ways:

- Work with Academic Supervisors and the PSS team to assist students who require additional support to complete their studies.
- Liaise with these students to signpost them to an appropriate source of assistance while ensuring appropriate arrangements are in place in relation to their academic work.
- Organise wellbeing activities for History Department students at key points throughout their degree, for example in the Exams Period.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

1. Role Specific Responsibilities

   - To work with academic and PSS staff to ensure that all students have the support they require in order to progress through their degree programme.
   - To ensure that all academic supervisors have the necessary information to signpost their supervisees to appropriate sources of support, assisting on an individual level with this if necessary.
   - To work with individual students to determine the correct form of support available to them and assist them in accessing this.
   - Working with the Student Services Manager to advise the Chair of the Board of Studies about Leave of Absence requests and Exceptional Circumstance affecting assessments.
   - To review your own portfolio of work as Student Experience Officer and suggest ways to streamline and improve ways of working
   - To review student absences, identify patterns, and work with supervisors and the student facing PSS team to suggest actions.
   - To work with the University’s Open Door team, Student Support Services, College welfare officers and the Disability Office to ensure effective communication with student cohorts and appropriate arrangements for individual students.
   - To organise wellbeing events for students at key points in the academic year.
   - To contribute to departmental strategic planning by working with departmental committees in areas relating to student development and support.
   - To participate in University Visit Days and Induction activities to communicate the supportive environment provided by the department.
2. **University of York Responsibilities for Grade 6**

**Service and Operational Delivery**
- Oversee a responsive and proactive support service to ensure service expectations are met.
- Collect and analyse stakeholder feedback to help define needs and requirements and the design and planning of services.
- Contribute to operational leadership teams and decision making to shape the nature and level of support services.
- Implement changes to the design and development of a service.
- Accountable for delivery of a service within a defined area or defined responsibilities.
- Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
- Depending on the role, may be required to act as operational line manager - setting, monitoring and overseeing the work of the team on a day to day basis.
- Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

**Continuous Improvement**
- Analyse service and operational delivery data and provide reports, making recommendations for improvement as appropriate.
- Ensure the review and improvement of systems and procedures in line with University frameworks.
- Review internal and external practice to identify opportunities for future improvements or efficiencies.
- Apply expertise to identify, understand and propose resolutions for issues or problems.
- Proactively identify opportunities for building personal knowledge and skills for self and others.
- Deliver knowledge sharing on specialist defined processes across the broader team.

**Specialist Contribution**
- Provide advice to stakeholders in relation to complex policies, procedures and regulations.
- Provide specific technical advice to ensure compliance with legislation, statutory duties, etc.
- Provide specialist expertise and support with complexity of data and information sources, providing interpretation and analysis.
- Carry out in-depth, complex investigations or searches; interrogate the information and data to identify trends and patterns.
- Deliver training, teaching and/or development delivery for stakeholders.

**Collaboration and Communication**
- Establish, maintain and develop productive and ongoing relationships with University stakeholders to create ideas for tactical service or operational delivery development.
- Build relationships and networks internally and externally to build and update knowledge and skills.
- Use a range of digital media and tools to communicate with a diverse range of key stakeholders.

**Governance and Oversight**
● Oversee activity to ensure all processes and transactions are delivered in line with regulatory and professional service and policy standards.

● Provide advice and training to stakeholders regarding compliance and regulations relating to the area of responsibility.

● Contribute to the creation or development of policy and procedures to take account of internal and external changes.

● Ensure activities and documents comply with internal University and external regulation, policy and procedures.

Planning and Organisation

● Plan, organise and prioritise own workload (and, where applicable, the workload of team members on a regular basis), taking into account operational needs and changing circumstances of the team over the short to mid term.

● Plan and manage longer term programmes of work, monitoring progress as required.

● Lead the delivery of projects to facilitate service operational change or play a role in University-wide projects.
## Person specification

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<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tr>
<td>Experience of a student support related role at a senior administrative level within the education sector</td>
<td>Essential</td>
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<td>Proven problem-solving skills and the ability to prioritise</td>
<td>Essential</td>
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<td>The ability to deal with confidential and sensitive information in an empathetic and effective way</td>
<td>Essential</td>
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<td>A relevant mental health-related qualification</td>
<td>Desirable</td>
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### University of York Person Specification for Grade 6

#### Qualifications:

Level 3 qualification. (Qualifications at this level include A levels. Please [view the full list](#). We also welcome applicants with equivalent non-UK qualifications or equivalent professional experience.

#### Skills - demonstrates the ability to:

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<tr>
<th>Skills</th>
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<tr>
<td>Lead projects</td>
<td>Essential</td>
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<tr>
<td>Gather, analyse, interpret and report complex data/information</td>
<td>Essential</td>
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<tr>
<td>Use digital technologies including Google applications and/or Microsoft Office</td>
<td>Essential</td>
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<tr>
<td>Communicate effectively in verbal and written formats, including the use of a variety of digital tools</td>
<td>Essential</td>
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#### Behaviours:

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<td>Works collaboratively with others</td>
<td>Essential</td>
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<td>Delivers a quality service</td>
<td>Essential</td>
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<td>Develops self and others</td>
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<td>Actively champions respect, inclusivity, equality and diversity</td>
<td>Essential</td>
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<td>Identifies and implements continuous improvement</td>
<td>Essential</td>
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