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| **Job Description** |

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| **Job Title** | Student Engagement Officer |
| **Department** | Student Services |
| **Reports To** | Enrichment Manager |
| **Grade** | 5 |
| **Location** | East Ham & Stratford Campus |

**Job D**

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| **Our Vision & Values** |

***“To develop the skills, confidence and qualifications for local people to lead rich lives and build great careers.“***

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**Equality of Opportunity**

The college has a strong commitment to working towards the implementation of equality of opportunity in both service delivery and employment. The College's mission and strategic objectives directly support this aim. All employees are required to actively support the development, dissemination and implementation of this aim and related policies and programmes.

**Safeguarding of Children and Vulnerable Adults**

The College is committed to safeguarding and promotes the welfare of all learners and expects its staff to share this commitment. In addition, they will also state that the College is committed to safeguarding and promotes the welfare of all learners and expects its staff to share this commitment. All posts in the College are subject to an Enhanced DBS check and Barred List check.

**Job Description**

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| **Job Purpose** |

The Student Engagement Officer has a central role to play in assuring that all learners across all student areas are positively engage in their studies and College life as a whole and feel that their collective views are heard and responded to.

This post contributes to College life by taking a lead on learner voice activities such as organising, training, coordinating and supervising Student Parliament and Student Course Representative activities. The role will work with colleagues to design, distribute and evaluate learner surveys collecting and analysing results and providing students with feedback.

The Student Engagement Officer will support elected officers in running the Student Parliament and will ensure that learners are represented in line with college learner voice expectations.

They will also design and deliver cross college enrichment activities and events, working with internal and external stakeholders to ensure the enrichment calendar meets the needs of the students and provides good quality, inspirational and creative content.

Part of the role will be to facilitate the activities in the Student Common Room ensuring an inclusive environment where all students feel welcomed

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| **Key Duties and Responsibilities** |

* Oversee all issues relating to the effective running of the College Student Parliament/Union including Student Parliament and Course/Curriculum Representative elections, training and operations.
* Provide an effective support service to elected officers and course representatives including leading regular scheduled meetings and forums.
* To work with curriculum and support teams to produce “You Said – We Did” posters/communications in relation to issues raised at Student Representative meetings and Student Voice Forums
* Prepare an annual delivery plan for Student Parliament and Curriculum/Course Representative activities, forums and meetings in line with the college calendar
* Facilitate effective communication with course representatives and learners through newsletters, email, Student Forums, and the student VLE to ensure that learners have every opportunity to express their views.
* Support the development and manage the mechanisms for learner feedback inside the college including learner surveys and forums.
* Provide regular feedback to line management to facilitate feedback to College Executive at least tri-annually.
* Ensure that NUS cards and benefits are promoted and available to all learners.
* To provide data to the Enrichment Manager/Head of Student Services to monitor the impact of the course representative system in terms of the impact on retention and achievement.
* To plan and deliver an enrichment calendar working closely with colleagues to utilise resources and engage with external partners and stakeholders.
* To act as a resource for learners who need guidance on college policies and procedures.
* To liaise with the NUS, local authority and other internal and external organisations to promote learner involvement at the widest level including engagement with partner organisations.
* To ensure that the Student Parliament and Course Representatives maintain a high profile and contribute positively to College life and the local community through charitable events.
* To work in strict compliance with all College policies including equality and diversity, health and safety and quality assurance & improvement.
* To work across all College campuses and with partners and subcontractors.
* Contribute to the areas Self-Assessment Report (SAR) and Quality Improvement Plan (QIP).
* To participate in both internal and external staff development as appropriate.
* To meet the requirements of the Health & Safety at Work Act 1974 and the College’s Health and Safety Procedure.
* Comply with College Acceptable IT Users Policy in line with ‘Cyber Securities’.
* Support College initiatives and aspirations to achieve Net Zero carbon.
* Carry out any other duties commensurate with the role.

**NB:** The purpose of the job description is to indicate the general level of responsibility of the position. The duties may vary from time to time without changing their general character or level of responsibility.

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| **Person Specification** |

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| **Qualifications** |  |
| A level equivalent education | Essential |
| Level 2 qualification in English Language and Maths or equivalent | Essential |
| **Experience** |  |
| Providing services to people within an equal opportunities’ environment | Essential |
| Ability to liaise effectively with learners, College staff and external agencies | Essential |
| Experience of working in a Student Union context and understanding constitutional processes | Essential |
| Ability to prioritise work and multi-task workload | Essential |
| Knowledge of organising and managing events including facilitation and delivery | Essential |
| Experience of working with individuals and groups | Essential |
| Experience of developing promotional/information materials | Essential |
| Experience in maintaining databases | Essential |
| Experience of chairing forums | Desirable |
| **Knowledge & Skills** |  |
| Excellent communication and interpersonal skills | Essential |
| Ability to work under pressure and to tight deadlines | Essential |
| Display initiative, be positive and enthusiastic | Essential |
| Ability to work independently | Essential |
| A supportive and empathetic approach to students. | Essential |
| Excellent organisational and administrative skills | Essential |
| Excellent IT skills | Essential |
| Willingness to work flexible hours including evening and occasional Saturdays | Essential |
| Demonstrate a commitment to equality, diversity and inclusion | Essential |
| Suitability to work with children, young people and/or vulnerable adults | Essential |

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| **Review Details** | |
| Job Title | Student Engagement Officer |
| Date Created | 01 March 2022 |
| Date Issued to Employee by Line Manager |  |
| Version | 1 |