

## JOB DESCRIPTION

**Job Title:** Student Experience Officer (1-year fixed term)

**Department:** Tutorial

**Reports to:** Director of Tutorial & Academic Services

**Responsible for:** Student Experience and Engagement

**Purpose of role:** To develop, coordinate and promote a range of extra-curricular activities that support and enhance student engagement across the College, from pre-admission through to graduation and beyond, by helping to deliver a service that makes a positive and measurable contribution to the overall experience of students at Trinity and enables them to develop life and workplace skills to support their futures beyond Trinity.

### Key accountabilities:

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1	To work with the Senior Tutor's Office to develop and implement a strategy to encourage student engagement in non-curricular, wellbeing-focused activities within College, including sport and the creative arts.
2	To work with staff, students and fellows to help plan and coordinate resources and activities to help a) new undergraduate students make a smooth transition from secondary to higher education, and b) new graduate students adapt to a different academic and social environment. This includes producing and editing online content for student websites and social media, assisting with pre-sessional workshops and helping students to navigate their way through Freshers' week and beyond.
3	To promote and help coordinate the College's portfolio of events and other initiatives aimed at enhancing the student experience and engagement. This will involve using various media for communication purposes and working closely with the Student Unions, the tutorial team, the College's Academic Skills Tutor, the Mental Health & Wellbeing Advisor, and the broad community of fellows and visitors as well as external partners such as the University Careers Service.
4	To support the Teaching Office in delivering appropriate and timely communications to teaching staff and students promoting a collaborative working environment.
5	To develop and implement new ways to channel the student voice most effectively via online surveys and focus groups.
6	To establish an evaluation plan for measuring the effectiveness of student engagement and to prepare termly reports that incorporate both quantitative and qualitative analysis.
7	To work with fellows and student representatives on a variety of projects to reinforce the College's commitment to fostering an inclusive culture that promotes a learning, living, and working environment in which the rights and dignity of all members of the College community are respected.
8	To work with the Alumni Relations and Development Office (ARDO) to help curate and manage a programme of career events and communications with the aim of enhancing students' life and workplace skills and opportunities. These could be via alumni talks/interviews/involvement with 'Trinity Connect' (formerly Trinity Members Online), supporting communications and network building on the platform, especially building mentoring programmes.
9	To co-ordinate a young alumni advisory group to give advice/feedback on ARDO activities.
10	To maintain an electronic database of activities and resources and keep a log of expenditure working to agreed budgets.
<b>Occasional responsibilities that are essential to the job but may only occur once or a few times a year</b>	
General support to any members of the team at peak times (e.g. during the exam period)	

The College reserves the right to make reasonable changes to the duties and requirements in the job description, which may be necessary to meet the changing needs of the role or to reflect the latest technology or best practice.

## PERSON SPECIFICATION

Criteria	Description
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Knowledge of College and University systems.</li> <li>• Experience organising events involving students, academics and/or alumni.</li> <li>• Experience developing or assisting with wellbeing events for students.</li> <li>• Experience analysing data and writing reports.</li> <li>• Experience using social media.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Up-to-date IT skills and experience of Microsoft Office applications, particularly Word, Excel and PowerPoint.</li> <li>• Sound organisational and accurate verbal and numerical skills.</li> <li>• Excellent interpersonal skills, including by email and phone.</li> <li>• A facility for giving oral presentations.</li> <li>• Ability to maintain complete confidentiality of data and to communicate with tact and discretion.</li> <li>• Excellent organisational skills and able to use own initiative.</li> <li>• Ability to build good working relationships and share knowledge with team members.</li> <li>• Attention to detail and willingness to double-check information in order to ensure accuracy.</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Education to degree level; any degree discipline is acceptable.</li> </ul>
<b>Additional requirements</b>	<ul style="list-style-type: none"> <li>• Enthusiasm and empathy for student life and education.</li> <li>• Flexible and enthusiastic approach to work.</li> <li>• Resilience and patience when dealing with the unexpected.</li> <li>• Must be prepared to undertake any training provided in relation to health and safety or which is identified as necessary in relation to their work.</li> </ul>

## EMPLOYMENT DETAILS

This is a fixed term position for one year.

**Rate of Pay:** £26,687 per annum.

**Hours:** The hours of work are 36¼ hours per week. The hours will normally be worked Monday to Friday.

**Holiday:** 25 working days plus eight public holidays.

**Probationary period** Six months.

**Pension scheme:** A pension scheme, which complies with the requirements of the Occupational and Personal Pension Schemes Regulations for auto-enrolment, will be available after three months' service. All staff will become members unless they choose to opt out.

**Private Health Care:** The College provides free health care currently through membership with Aviva. Membership of a dental care scheme is also available. Staff can join the schemes after successful completion of their probationary period, subject to certain limitations. This is a taxable benefit.

**Meals:** Free lunch in College is provided for staff whose duties cover this period.

**Travel:** The College cannot provide car parking for all its staff, and many use Park and Ride sites or cycle.

**Employee Assistance:** The College also provides access to a free and confidential telephone and web-based information and support service that puts staff in touch with caring and professional consultants and counsellors

**Gym:** Membership of the College gym is available for a modest fee. Inductions are compulsory. Staff are usually able to participate in any exercise classes run for the benefit of the College community (payment is usually required).

**Sports & Social Club:** The Trinity College Staff Sports and Social Club, run by a committee of staff, offer regular outings to places of interest, and organises functions including a Christmas event.