

## JOB DESCRIPTION

**Job Title:** Student Experience Officer (1 year graduate scheme)

**Department:** Tutorial

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

**Purpose of role:** To work on a 12 month training scheme where the core skills of communication, engagement and leadership will be learned.

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 and young alumni. The SEO will spend one day a week working in the Alumni Relations & Development Office (ARDO). This is an early career post.

### Key accountabilities:

- To work with the Senior Tutor's Office to help identify barriers to successful transitions in, through and out of the College environment, building initiatives that will impact positively on each individual's whole student experience during the period of their studies while preparing them for life beyond Trinity.
- To take a key role in planning and coordinating resources and activities to help new undergraduate students to make a smooth transition from school to university. This includes preparing and updating content on the Freshers' website and social media, helping to organise the College's programme of online pre-sessional workshops and helping students to navigate their way through Freshers' week and beyond.
- To plan and implement the organisation and delivery of a range of activities aimed at enhancing student experience and engagement across the College through non-curricular, wellbeing-focused activities including sport, the creative arts and volunteering programmes. This will involve working closely with student bodies (the student unions and student societies), the tutorial and welfare teams and other members of the wider College community as well as external bodies, such as local volunteer groups.
- Working with the Head of the College's Academic, Personal and Professional Development (APPD) programme, help identify and organise activities that support collaborative study (e.g. through social group study sessions) and peer-led learning opportunities, starting with the online workshops for freshers.
- As part of the APPD programme, help scope, design, and deliver opportunities for students that will support their experience and skills development enabling them to excel in their studies and in the global workforce. This will include working one day per week in the Alumni Relations and Development Office (ARDO) helping to implement alumni-led initiatives (see below).
- Work with colleagues in the Alumni Relations and Development Office (ARDO):
  - To help to 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.
  - To co-ordinate a young alumni advisory group to give advice/feedback on ARDO activities.

- To develop and implement new ways to channel the student voice most effectively via online surveys and focus groups and to help provide information to students.
- 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.
- To establish an evaluation plan for measuring the effectiveness of student engagement and to prepare termly reports that incorporate both quantitative and qualitative analysis.
- To maintain an electronic database of activities and resources and keep a log of expenditure, working to agreed budgets.
- 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>• Some 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 skills; 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> <li>• Ability to quickly acquire skills in web-editing. Training on skills and tools will be provided.</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

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|----------------------------------|---|
| <b>Rate of Pay:</b>              | £28,422 per annum.  |
| <b>Period of employment</b>      | 12 months   |
| <b>Hours:</b>                    | 36.25 hours per week.   |
| <b>Holiday:</b>                  | 25 working days plus 8 public holidays.   |
| <b>Probationary period:</b>      | 6 months.   |
| <b>Meals:</b>                    | Free lunch is provided for staff whose duties cover this period when working in College.  |
| <b>Pension Scheme:</b>           | 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.  |
| <b>Private Health Care:</b>      | Membership of a free health care and a dental care scheme are available. Staff are able to join the schemes after successful completion of their probationary period, subject to eligibility.   |
| <b>Employee Assistance</b>       | The Employee Assistance Programme is a free and confidential telephone and web based information and support service providing staff with access to caring and professional consultants and counsellors.  |
| <b>Cycle to work Scheme</b>      | Tax-free benefit allowing you to spread the cost of a new bike, including either a pedal bike or an e-bike, and equipment for it, over 6 months. Benefit available after the probationary period. Maximum amount applies.   |
| <b>Gym:</b>                      | Membership of the College gym is available for a modest fee. Inductions are compulsory.   |
| <b>Sports &amp; Social Club:</b> | The Trinity College Staff Sports and Social Club, run by a committee of staff who organise events and outings.  |
| <b>Access to College:</b>        | The College is unable to provide parking on site for its entire staff. Access to and parking in the City Centre is becoming increasingly difficult. The City Council has provided several Park and Ride sites around the city outskirts, with regular bus services. A number of members of staff cycle to work, and the College may be able to provide covered cycle parking. |
| <b>College Punts:</b>            | Use of College punts at a subsidised rate.  |
| <b>Childcare:</b>                | Access to a workplace nursery, subject to places being available.   |