



Cardiff
Metropolitan
University

Prifysgol
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Caerdydd

JOB DESCRIPTION

Job Title:	Student Voice and Engagement Lead
Department:	Quality Enhancement Directorate
Location:	Llandaff
Grade:	7AB
Salary:	£39,609 - £44,559 per annum
Tenure:	Permanent
Hours:	37 hours
Accountable to:	Director of Learning Enhancement

Role Summary:

This is a key post that will contribute to the ambitions of the University's Strategic Plan 2017/18 – 2022/23. This role provides a substantial contribution to the development and implementation of the University's quality enhancement policies, procedures and practice. More explicitly the role holder will:

- Design and oversee the collection, co-ordination, monitoring and review of student experience information and feedback, to enable the successful delivery of University's Student Engagement Strategy
- Lead QED activity aimed at enhancing the student experience and aiding student retention, providing expert guidance and support for colleagues across the University on best practice related to student retention and improving the student experience.

Principal Duties and Responsibilities:

- To ensure oversight of the promotion, collection, co-ordination, monitoring and detailed review of student experience information (such as that from surveys such as NSS, PTES, UKES) and advise on key

actions, trends and enhancements, to enable the delivery of agreed student experience targets;

- To work across academic schools and professional units to support the development, co-ordination and review of action plans, including the University corporate action plan relating to student experience and enhancement;
- To establish effective structures and processes for the co-ordination of student experience information across the University, ensuring data collection is optimised, enhancement activities are evaluated and disseminated;
- To act as the main point of contact for student experience surveys and focus group advice;
- To provide management and leadership to the Quality Enhancement Officer (Student Voice) and, as required, coordinate the activity of the academic development officers.

Student Retention

- To identify, implement and manage key actions required to improve student retention (e.g. Induction Projects), including a review of academic development needs and HE readiness of an increasingly diverse student population;
- To monitor and track available data on withdrawals and attrition, analysing trends and reporting regularly on retention activities and their impact and disseminate good practice in this area;

Student engagement

- To manage student engagement activities for QED, including, but not limited to, the management of student interns, collection and analysis of Student-led Fellowship award nominations, liaison with the Students' Union, and other activities to develop meaningful partnerships with students;

Other

- To initiate, plan and deliver staff development on quality enhancement to University and partner staff and students;
- To identify, prepare and present reports and briefings on good practice and quality enhancement themes, including Annual Enhancement Report and contribute to the communication to relevant stakeholders;
- To work with the Director for Learning Enhancement to identify, interpret and respond to HEFCW, QAA and other sector changes and guidance on enhancement of the student experience;

- To maintain knowledge of the external environment and sector developments on enhancement of the student experience;
- To represent your area of responsibility with external stakeholders, and at key committees and working groups;
- To undertake duties commensurate with the role and grade.

Additional Information:

Standard Notification

These guidelines are provided to assist you in the performance of your contract. The university is a dynamic organisation; therefore changes may be required from time to time. Any changes will be made in consultation with the post-holder. The Summary of Duties and Responsibilities is not intended to be an exhaustive list of tasks performed. Other associated technical tasks are likely to be performed as directed by the line manager.

It is accepted that individual staff will have a specialist skills and knowledge base in relation to the role they have been appointed to. In addition to this, Cardiff Metropolitan University expects that all staff will contribute to the vision and ethos of the university and conduct themselves in a professional, courteous and student/customer focused manner at all times. All staff should have particular regard for their responsibilities under Cardiff Metropolitan University's Equalities, Financial, Environmental and Sustainability, Human Resources and Health and Safety policies and procedures.



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PERSON SPECIFICATION

Post: Student Voice & Engagement Lead

Unit/School : Quality Enhancement Directorate

*Key

A - Application form

I - Interview

T/P - Test/Presentation

FACTORS	ESSENTIAL AND DESIRABLE CRITERIA	ASSESSED BY		
		A*	I*	T/P*
Education & Qualifications (Essential)	Educated to first degree;	X		
	Evidence of on-going personal development e.g. through education, training or continued professional development;	X	X	
Education & Qualifications (Desirable)	Postgraduate Qualification or equivalent professional experience;	X		
	Fellowship of the Higher Education Academy;	X		
Knowledge (Essential)	Significant understanding of the current HE sector context in relation to quality enhancement, student experience information, emerging trends and external benchmarks;	X	X	
	Understanding of factors influencing student retention in Higher Education;	X	X	X
	Knowledge of education processes and systems and how they can be used to enhance the student experience;	X	X	
Knowledge (Desirable)				

FACTORS	ESSENTIAL AND DESIRABLE CRITERIA	ASSESSED BY		
		A*	I*	T/P*
Skills & Abilities (Essential)	Ability to work independently and as part of a team;	X	X	
	Ability to analyse complex data/information accurately, making recommendations to influence stakeholder decision-making;	X		X
	High-level written and oral communication skills, and the ability to communicate with a range of different stakeholders;	X	X	X
	Ability to work under pressure and manage competing deadlines;	X	X	
	Problem-solving and using initiative;	X	X	X
Skills & Abilities (Desirable)				
Experience Paid/Unpaid (Essential)	Experience of leading educational process improvements, managing implementation and evaluation of impact;	X	X	
	Experience of working collaboratively with academic schools and professional services to disseminate good practice;	X	X	
	Experience of reviewing educational policies, practice and procedures, implementing improvements;	X	X	
Experience Paid/Unpaid (Desirable)	Experience of contributing to the development of learning and teaching and related strategies;	X		
	Ability to draft education policy documents;	X		
Other Requirements (Essential)				

*Please note that a criminal record may not necessarily be a bar to obtaining employment in Cardiff Metropolitan University. For further information on Disclosure and Barring Service (DBS, previously CRB) please go to <https://www.gov.uk/crb-criminal-records-bureau-check>