

## JOB DESCRIPTION

<b>Job Title:</b>	Student Success project officer	<b>Grade:</b>	SG6
<b>Department:</b>	Vice-Chancellor's Office	<b>Date of Job Evaluation:</b>	September 2023
<b>Role reports to:</b>	VC's Policy and Strategic Advisor	<b>SOC Code</b>	
<b>Direct Reports</b>	N/A		

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

### PURPOSE OF ROLE:

This is a key post that will contribute to the ambitions of our '[This is Our Time: University of Greenwich Strategy 2030](#)' and our commitment to achieve the highest performance of a modern university in student satisfaction and success measures, such as the National Student Survey (NSS), Postgraduate Taught Experience Survey (PTES), and Teaching Excellence Framework (TEF). This role will directly support our student success sub-strategy goals.

More explicitly the duties will include:

- Co-ordinating the improvement works of the student success metrics.
- Providing specialist advice and policy development to support student satisfaction during their time at the University of Greenwich, as measured by NSS, PTES, GSS.
- Working with Planning and Statistics colleagues to ensure appropriate analysis of issues and problems relevant to student success and student experience metrics.
- Overseeing our Task Force approach to improvement, by analysing survey results, co-ordinating task force meetings, and organising good practice sharing.
- Working with colleagues across the University to provide expert guidance and support on best practice
- Supporting with the wider project work on the student success sub-strategy

### KEY ACCOUNTABILITIES:

#### Team Specific:

- Establish and maintain professional working relationships with contacts within the University at all levels
- Operate as a member of the Vice-Chancellor's Office Support team

**Generic:**

- To contribute to the student success metrics improvement works.
- To provide specialist advice and policy development to support student satisfaction during their time at the University of Greenwich, as measured by NSS, GSS, and PTES.
- Working with Planning and Statistics colleagues to ensure appropriate analysis of issues and problems relevant to student success and student experience metrics.
- To gather, verify, assess and present information in a suitable format to be used in reports or as background materials; including Academic Council and its Committees, staff training and briefings.
- To attend internal and external meetings to ensure that service issues are appropriately represented and reported.
- To support programme and directorate teams to enhance their provision and address any gaps.
- To develop an approach to good practice sharing and coordinate the celebration of what works to improve student success/ experience.
- To act as the main point of contact for NSS, PTES, and GSS student experience surveys.

**Managing Self:**

- Responsible for maintaining own continuous professional development (CPD) and knowledge of 'best practice'.
- Appropriately manage workload and prioritise as agreed with relevant reporting lines.
- Work to deadlines and project plans.
- Respond to enquiries in a timely and effective manner.
- To take reasonable care of your own health and safety and comply with rules and guidance relating to health and safety matter.

**Core Requirements:**

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

**Additional Requirements:**

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that the Vice Chancellor's Office delivers the required level of service.

**KEY PERFORMANCE INDICATORS:**

These will be set and agreed with the line manager, following appointment, and then reviewed periodically.

**KEY RELATIONSHIPS (Internal & External):**

- Vice-Chancellor's Office Colleagues
- Faculty and Directorate colleagues
- Particularly colleagues from Planning and Statistics, Internal Communications, and Student and Academic Services
- University networks
- Students' representatives

