

JOB DESCRIPTION

Job Title: Student Success Evaluator

Grade: SG7

Department: Vice Chancellor's Office

Responsible to: Associate Director of Evaluation

Responsible for: Student Interns/Student Employees

Key Contacts: PVC Education

Standard Occupational Classification (SoC code): TBC

Non-Contractual Nature of Role Profile: 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

To support the Associate Director of Evaluation in establishing and running the Student Success Evaluation Centre, which contributes significantly to the delivery of projects under the Student Success sub-strategy. The student success evaluator will lead and support internal and external evaluation projects assessing the impact of interventions on student outcomes. The post holder will need extensive knowledge about evaluation approaches, delivery and dissemination. A prominent part of this role will be supporting the development of evaluative thinking and culture at the university and building the evaluation knowledge, skills, and capacity of teams delivering student success interventions.

KEY ACCOUNTABILITIES

Team Specific:

- Support the Associate Director of Evaluation in establishing and running the new Student Success Evaluation Centre.
- Lead or support evaluation projects from inception to dissemination.
- Support the ongoing development of the university's evidence base underpinning our strategic and regulatory commitments.
- To keep up to date and provide expert advice in the Centre and university community on trends and developments relating to evaluation.
- Design and deliver resources and workshops that develop evaluation knowledge, skills, and capacity of teams.

- Work with a range of stakeholders across the University and sector to promote the work of the Centre.

Generic:

- Support the work of the University in implementing the student success sub-strategy.
- Work collaboratively with colleagues to support the implementation and evaluation of the Access and Participation Plan.
- Contribute to meetings at all levels of the University.
- Contribute to the continuous improvement of all processes and procedures.
- Undertake other duties for senior colleagues in the student success sub-strategy office.

Managing Self:

- Develop and exhibit excellent organisational, planning and time management skills.
- The post holder will keep abreast of developments in the HE sector that could have an impact on their work.
- Excellent communication and presentation skills.
- Able to build positive relationships with a variety of stakeholders, including senior professional service and faculty colleagues.
- Work to deadlines and project schedules.
- Work independently and as part of a team.

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 practices 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 Student Success Evaluation Centre delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- Standard of evaluation projects and dissemination.
- Feedback from university staff on the development of evaluation, knowledge, skills and capacity.
- Effectiveness of the Student Success Evaluation Centre and Student Success sub-strategy office.

KEY RELATIONSHIPS (Internal & External):

- Strategic Planning
- Members of the Student Success Sub-strategy Office
- Professional services directorate staff
- Faculty staff
- Information and Library Services (ILS) staff
- Greenwich Students' Union representatives
- External agencies and bodies

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Demonstrable expertise in planning, delivering and disseminating qualitative and quantitative evaluation projects.
- Experienced in supporting others to plan, deliver and disseminate qualitative and quantitative evaluation projects
- Experienced in supporting colleagues to develop their evaluation knowledge, skills and capacity.
- Experience of adhering to General Data Protection Regulation (GDPR) and ethical procedures or standards.
- Experienced in theory-based and participatory approaches to evaluation.
- Experienced in compiling robust evidence bases to inform decision-making and to support senior leaders in delivering strategic aims.
- Experience of working in a complex organisation and collaboratively with colleagues from other parts of an organisation to bring about change.

Desirable Criteria

- Experience of working in a Higher Education setting.
- Experience working on education and student-related evaluations.

- Evidence of various evaluation dissemination approaches (publications, reports, blogs, podcasts, infographics, webinars, etc.).
- Experience of working with external organisations and sector regulators.
- Experience in experimental/quasi-experimental approaches.

SKILLS:

Essential Criteria

- Excellent communication (written and verbal), interpersonal and organisational skills.
- Capable of working alone and as part of a team with excellent attention to detail.
- Capable of delivering and teaching complex ideas to a broader range of audiences.
- Able to use quantitative and qualitative data analysis software.
- Excellent critical thinking for identifying problems, evaluating evidence, and developing effective solutions.
- IT literacy and a good understanding of how technology can be used to maximise productivity.
- Able to manage a complex workload and prioritise activities to meet tight deadlines.
- Ability to learn new skills and adapt to new ways of working.

Desirable Criteria

- Ability to develop and maintain a network of contacts within the higher education sector in order to share experience, knowledge and best practice.

QUALIFICATIONS:

Essential Criteria

- Educated to degree level or equivalent work experience.

Desirable Criteria

- A relevant Postgraduate/Professional qualification or substantial evidence of career and personal development.

PERSONAL ATTRIBUTES:

Essential Criteria

- Curious and inquisitive and with a firm commitment to innovative evaluation practices and efficient ways of working

- Proactive and innovative with a keen focus on fully understanding challenges from the perspective of stakeholders and finding solutions.
- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful.

Desirable Criteria

- N/A