

JOB DESCRIPTION

Job Title: Senior Student Experience Officer

Grade: SG6

Department: Faculty of Engineering and Science

Responsible to: Student Experience Manager

Responsible for: Student Experience Officer

Key Contacts: Student Experience Manager, Faculty Student Advisors, administrative staff, Heads of School, Faculty Senior Tutor, central student support services

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

The Senior Student Experience Officer leads the day-to-day delivery and coordination of student-facing activities across the Faculty of Engineering and Science, ensuring a consistent, high-quality and responsive student experience across both the Greenwich and Medway campuses. Reporting to the Student Experience Manager, the postholder takes ownership of key engagement initiatives, student events, surveys and communications, and line manages the Student Experience Officer.

As a senior point of contact for students and a source of advice for colleagues, the postholder exercises judgement to resolve issues independently, deputises for the Student Experience Manager where required, and drives continuous improvement in student engagement, communication, feedback collection and community-building. The role combines operational leadership with hands-on delivery, working closely with academic and professional services colleagues to enhance the student experience.

KEY ACCOUNTABILITIES

Team Specific:

- Line management of the Student Experience Officer, including setting objectives, allocating and overseeing workload, managing performance, conducting probation and appraisal reviews, and

supporting professional development to build a positive, high-performing team.

- Deputise for the Student Experience Manager in their absence and on specific projects, representing the team and making sound operational decisions within agreed parameters.
- Lead on the continuous improvement of student experience processes, proposing and implementing changes that enhance efficiency, consistency and service quality.
- Lead the delivery of welcome, induction and re-induction activities through planning logistics, materials preparation, room bookings, and on-the-day support.
- Coordinate the preparation, promotion, and coordination of student surveys (e.g., NSS, PTES, PRES, Evasys), including tracking response rates and helping collate basic feedback summaries.
- Maintain and regularly update student-facing content on digital platforms (e.g., Moodle, SharePoint), ensuring accessible and consistent communication.
- Support the organisation and delivery of student engagement events, campaigns, and activities across both campuses.
- Assist with the collation and presentation of student feedback, supporting the continuous improvement of services.
- Provide logistical and administrative support for key student experience meetings and panels (e.g., Faculty Student Success Committee, BAME Working Group, Fitness to Study, Disciplinary and Complaints Panels), including scheduling, preparation of papers, taking notes, and tracking follow-up actions.
- Support the Student Experience Officer in the coordination and administration of module evaluations (e.g., EvaSys), including setting up surveys, monitoring response rates, and assisting with the analysis, reporting, and dissemination of results to inform enhancements to the student experience.
- Work alongside Faculty Student Advisors and central services to help signpost wellbeing, careers, academic support, and pastoral care services
- Contribute to the implementation of communication plans for students, including newsletters, digital posts, and routine updates, ensuring tone and clarity appropriate to the audience.
- Maintain accurate records of student interactions, activities, and feedback using agreed processes and systems.
- Act as the main faculty liaison for graduation ceremonies, working closely with the Academic Registry to ensure smooth planning, coordination, and communication for successful event delivery.

- Provide day-to-day guidance and support to junior or temporary staff (e.g. student ambassadors, event assistants), delegating tasks where appropriate and ensuring smooth delivery of student experience activities.

Generic:

- Build effective working relationships with academic and professional colleagues to support student services delivery.
- Act as a visible presence for students across both campus locations, ensuring high standards of service delivery and consistency.
- Support coordination of cross-campus communication and scheduling, including ensuring event and service calendars are up to date.
- Assist with collating data and insights to inform reporting and planning processes overseen by the Student Experience Manager.
- Promote awareness of feedback mechanisms and help encourage student participation in engagement opportunities.

Managing Self:

- Plan and prioritise own workload in response to operational needs and direction from the Student Experience Manager.
- Remain flexible and proactive when supporting projects and activities with varying timelines and scope.
- Demonstrate professionalism and emotional intelligence when handling sensitive student matters or concerns.
- Seek feedback on personal performance and development needs, taking initiative in professional development.
- Apply sound judgement in day-to-day decisions and escalate more complex or sensitive issues to the Student Experience Manager.
- Maintain confidentiality and act with integrity in all student-facing and internal communications.

Core Requirements:

- Adhere to the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety, Data Protection and Equality Legislation.
- Adhere to the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, reflecting 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 Student Experience Team delivers the required level of service.

Freedom of speech and academic freedom:

In any matter falling under this job description, the university will have particular regard to, and place significant weight on, the importance of freedom of speech within the law, academic freedom and tolerance for controversial views in an educational context or environment. The University's commitments to freedom of speech and academic freedom are set out in the [Freedom of Speech Code of Practice](#). In the event of any conflict between this job description and the Freedom of Speech Code of Practice, the Freedom of Speech Code of Practice will take precedence.

KEY PERFORMANCE INDICATORS:

- Timely and professional handling of student enquiries with high satisfaction from students and staff.
- Successful coordination and delivery of operational support to events, surveys, and communication activities.
- Accurate and timely maintenance of student-facing content and communications.
- Strong administrative support for student feedback, engagement, and reporting activities.
- Consistent presence and support across both Greenwich and Medway campuses.

KEY RELATIONSHIPS (Internal & External):

- Student Experience Manager
- Student Experience Officer x1
- Faculty Student Advisors
- Central support services (e.g., Student Wellbeing, Quality, Careers, Library)
- Faculty administrative teams
- Students' Union and student representatives
- Academic staff
- Students

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Experience in administrative, customer service or student-facing roles.
- Experience coordinating the planning and delivery of student engagement activities or events.
- Experience managing student enquiries or acting as a first point of contact.
- Experience coordinating communications or maintaining online content.
- Experience supporting formal meetings or committees, including scheduling, preparing papers, minute-taking, and tracking actions.
- Experience providing day-to-day supervision, guidance or task allocation to staff, student ambassadors, or temporary workers.

Desirable Criteria

- Experience within a UK Higher Education environment.
- Experience supporting student surveys or feedback processes.
- Experience of supervising, coordinating or line managing the work of others to deliver shared objectives
- Familiarity with student survey platforms or digital learning environments (e.g., Moodle, EvaSys).

SKILLS:

Essential Criteria

- Excellent interpersonal and communication skills, with the ability to engage effectively with students and staff.
- Strong administrative and organisational abilities, including managing competing priorities and deadlines.
- High level of accuracy and attention to detail when handling data, records, or communications.
- Competent in Microsoft Office tools including Outlook, Excel, and SharePoint (or equivalent systems).
- Ability to build rapport with students and work collaboratively with colleagues across teams.
- Ability to motivate, support and develop team members, fostering a positive and high-performing team culture.

- Confidence using digital platforms and creating clear, accessible student-facing content.

Desirable Criteria

- Ability to analyse and summarise feedback or data to support reporting.
- Experience contributing to communication campaigns or engagement activities.
- Familiarity with content management systems or virtual learning environments (e.g., Moodle, SharePoint).

QUALIFICATIONS:**Essential Criteria**

- Educated to A-level or equivalent experience.

Desirable Criteria

- A degree or qualification in administration, education, or communication-related fields.

PERSONAL ATTRIBUTES:**Essential Criteria**

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful.
- Professional and approachable, with the ability to respond sensitively to student needs.
- Proactive and adaptable, with a flexible approach to changing priorities.
- Ability to use initiative and sound judgement, knowing when to escalate issues.
- Ability to work independently, take ownership of tasks, and manage workload with minimal supervision.
- Committed to delivering a high-quality, student-focused service.

Desirable Criteria

- Interest in student experience, engagement, and continuous service improvement.
- Willingness to support activities across multiple campuses and occasional out-of-hours events.