

JOB DESCRIPTION

Job Title: Senior Student Retention & Success Officer

Grade: SG6

Department: Student & Academic Services Directorate

Responsible to: Student Retention and Success Manager

Responsible for: Student Retention and Success Officer

Key Contacts: Faculties, Student and Academic Services, Professional Services, Greenwich Students' Union (GSU)

Standard Occupational Classification (SoC code):

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 Retention and Success Officer works within the Student Retention and Success Team in the Student and Academic Services Directorate and in partnership with Faculties, Greenwich Students' Union (GSU), and wider Professional Services to provide support and analysis to enhance student engagement and improve student retention.

This role will play a key part in supporting the University's attendance policy and procedures to ensure students who are not engaging are identified early and proactive interventions can be made. The role will work with students and colleagues to ensure that students are given every opportunity to remain on their programme of study and achieve the best possible outcomes.

KEY ACCOUNTABILITIES

Team Specific:

- Establish and maintain positive working relationships with key stakeholders within the Faculties and wider University, including developing and maintaining effective networks to support referrals/ signposting.
- To supervise a small team of Student Retention Officers.
- Be a key point of contact for retention related queries for both staff and students.
- Support key activities as directed by the Student Retention and Success Manager,
- Work effectively as a member of the Student Retention and Success Team to coordinate key activities for your area of responsibility to contribute towards improved student retention and success.

Generic:

- To coordinate attendance monitoring in collaboration with the team and implement the Student Attendance Policy including sending notifications to students not engaging in their studies.

- To lead on monitoring the attendance of students on a visa, in adherence to UKVI and the Student Attendance Policy; maintaining close communication with the Visa Compliance Team across the academic year.
- To manage and coordinate the withdrawals and interruptions process for your area.
- To use data from various systems and referrals to identify students at risk of disengagement and contribute to development and implementation of actions to reduce that risk. This includes collating already available support and reviewing where further support could be provided. It also includes maintaining regular follow up contact with identified students to ensure effective ongoing support and evaluate as necessary.
- In conjunction with Personal Tutors and Programme/Portfolio Leads, provide targeted independent pastoral support and guidance to students via email, phone and face to face.
- To act upon referrals from staff and central University services and assess when referrals are appropriate.
- To advise students and staff on aspects related to engagement, including withdrawals, interruptions, extenuating circumstances and attendance.
- To liaise and maintain regular contact with other SAS services, including the Wellbeing Service, to co-operate on support provided to students and contribute to improving the overall student experience.
- To monitor and analyse retention data for your area and provide summary reports to the Student Retention and Success Manager.
- To ensure that students are at the heart of what we deliver and to be able to obtain meaningful feedback from students in the development and delivery of interventions.
- To help raise the profile of Student and Academic Services.
- To work in collaboration with colleagues across the directorate and wider university in delivering on the strategic objectives of Student and Academic Services.

Managing Self:

- Responsible for maintaining own continuous development and ability to guide others.
- Maintain up-to-date knowledge of sector-wide retention issues and best practice issues and ongoing knowledge of University regulations, policies and procedures.
- Self-motivated with the ability to work under pressure with minimal supervision.
- Team-focused, providing support to colleagues and activities as required.
- Ability to work flexibly to support university activities at peak periods and ability to continue delivery where deadlines and criteria may need to change with minimal notice.
- Develop and maintain positive relationships with a range of stakeholders.
- Respond to queries in a timely manner.
- Maintain confidentiality at all times.

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 Student and Academic Services delivers the required level of service.

Freedom of speech and academic freedom:

In any matter falling under this policy, 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 policy and the Freedom of Speech Code of Practice, the Freedom of Speech Code of Practice will take precedence.

KEY PERFORMANCE INDICATORS:

- Enquiry response times
- Student and staff feedback
- Improved continuation rate.
- Meeting internal deadlines and SLAs

KEY RELATIONSHIPS (Internal & External):

- Faculty colleagues at all levels, including academics and other support staff.
- Students, student representatives and the Students' Union.
- Staff in Professional Services across the University, including other Student and Academic Services teams such as Student Records, Student Wellbeing and Visa Compliance.

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Working in the Higher education sector or similar environment
- Line Management experience
- Experience of providing pastoral support to students
- Knowledge of retention and success challenges
- Analysing and interpreting data
- Proven high quality administrative experience
- Working under pressure and to competing deadlines
- Understanding of the importance of confidentiality and safeguarding
- Experience of using online student records systems and packages

Desirable Criteria

- N/A

SKILLS:**Essential Criteria**

- Ability to prioritise and identify and meet deadlines
- High degree of accuracy and the ability to pay close attention to detail
- Excellent communication and interpersonal skills (in writing, phone and in person)
- Strong team working skills and ability to collaborate with a wide range of individuals
- High level of MS Office, particularly intermediate Excel
- Ability to analyse and interpret data and produce reports
- Understanding and awareness of the needs of a diverse student body
- Commitment to continuing professional development
- Building and maintaining relationships with key stakeholders in a professional manner (e.g. courteously, efficiently, assessing level of priority)
- Working proactively and effectively without close supervision

Desirable Criteria

- Knowledge of UKVI requirements

QUALIFICATIONS:**Essential Criteria**

- Degree or professional qualification and/or extensive relevant administrative experience

Desirable Criteria

- N/A

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.

Desirable Criteria

- N/A