

JOB DESCRIPTION

Job Title:	Retention and Success Officer	Grade:	SG5¹
Department:	Faculty of Engineering and Science (FES)	Date of Job Evaluation:	September 2018
Role reports to:	Director of Teaching and Learning /Director of Student Experience		
Direct Reports	N/A		
Indirect Reports:	N/A		
Other Key contacts:	Retention and Success Officers in other Faculties, academic staff, administrative and technical support colleagues, University-wide colleagues at all levels, students, visitors, external contacts, examiners.		

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 provide a high standard administrative support service to ensure the retention and success of students within the Faculty.

KEY ACCOUNTABILITIES:

Team Specific:

- Work effectively as a member of the Professional Services Team to provide support to key activities as directed by the Director of Teaching and Learning (DLT) and/or Director of Student Experience (DSE).
- Establish and maintain good working relationships in contributing to the delivery of improved student retention and success with the Faculty.
- Establish and maintain good working relationships with Retention and Success Officers in the other Faculties, and with the central Information and Library Services Team in terms of the retention and success data and associated dashboard(s).

Generic:

- Regularly review each individual student's activity (at least weekly) via the data on relevant systems, including the Personal Tutor Management Dashboard, Attendance Monitoring System and student interaction with the Virtual Learning Environment/Library
- Identify students at risk of disengagement as indicated by a reduction in activity levels.
- In liaison with Personal Tutors, follow up students where activity levels have decreased according to a triage system using email and then telephone enquiry as appropriate.
- Determine, via the follow up with Personal Tutors, if the student requires additional support and, where appropriate, refer to the Personal Tutor and/or relevant student services for that

support.

- Monitor retention trends across the Faculty and associated Departments and Programmes (including withdrawals, interrupts and fails) in relation to protected characteristics, demographic characteristics, or other variables.
- Work with departments to develop measurable plans and initiatives to improve student retention and success, and ensure regular monitoring of performance against plan.
- Support a uniform and consistent approach to programme withdrawal, interruption and progression.
- Work collaboratively with central University colleagues, DLT and DSE.
- Write reports pertaining to retention data, as appropriate, for presentation at Faculty or Department level.
- Collate and co-ordinate Departmental and Faculty-wide initiatives to increase student success.
- Work with the Faculty DLT/DSE and other Retention and Success Officers to show-case retention and student success initiatives that have real impact.
- Assist departments with the organisation of additional academic support sessions for students – e.g.: those needing to do resits.
- Other duties and responsibilities as agreed by the Faculty in support of student retention and success.

Managing Self:

- Responsible for maintaining own continuous development.
- Work to deadlines and project plans.
- Work proactively to meet objectives.
- Respond to queries in a timely manner.

Core Requirements:

- Adhere to and promote the University's policies on Equality and Diversity and Information Security Ensure compliance with Health & Safety regulations
- 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.

Additional Requirements:

- On occasions, work outside normal working hours to support Faculty activities.
- Any other duties appropriate to the post and the grade.

KEY PERFORMANCE INDICATORS:

- Effective professional services support.
- Timely production and delivery of work.
- Contribution to the team ethos and effectiveness.
- Enquiries responded to in a timely manner.

(measured by feedback from colleagues, students and key stakeholders both internally and externally)

KEY RELATIONSHIPS (Internal & External):

- Faculty colleagues, academics, personal tutors.
- Students and parents/guardians, student representatives.
- Staff in Professional Services across the University, including Student and Academic Services, Communications and Recruitment and Learning and Quality.

PERSON SPECIFICATION	
Essential	Desirable
Experience <ul style="list-style-type: none"> • Proven high quality administrative experience. • Working in a busy office environment. • Working under pressure. • Analysing and interpreting data. Skills <ul style="list-style-type: none"> • Strong working knowledge of Microsoft Office, particularly intermediate Excel • Excellent interpersonal skills • High level of proficiency in English, both written and oral. • Report writing skills. • Ability to communicate effectively at all levels. • Commitment to continuing professional development and desire to develop in the role. • Ability to organise own work and prioritise workload with minimal supervision. • Ability to identify and meet deadlines. • High degree of accuracy and the ability to pay close attention to detail. • Able to work well in a team. • Adaptable to different types of work and workloads. • Calm under pressure. • Tactful, diplomatic and discreet. 	Experience <ul style="list-style-type: none"> • Working in the Higher education sector or similar environment. • Experience of using online central systems and packages. Skills <ul style="list-style-type: none"> • N/A

<p>Qualifications</p> <ul style="list-style-type: none"> • A2-level or B.Tech level education or equivalent Level qualification. • A good standard of general education including minimum of A-C grade in GCSE Maths and English or equivalent. <p><i>Or considerable proven relevant experience.</i></p> <p>Personal attributes</p> <ul style="list-style-type: none"> • We are looking for people who can help us deliver the values of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity 	<p>Qualifications</p> <ul style="list-style-type: none"> • N/A <p>Personal attributes</p> <ul style="list-style-type: none"> • N/A
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