

JOB DESCRIPTION

POST: Student Satisfaction Communications Officer

DATE: December 2017

POST NO: MRK-Mgg

SERVICE: Communications and Marketing

STARTING DATE: ASAP

SALARY: £19,850 to £22,214 per annum

HOURS: Full time, 37 hours per week

INDEFINITE/FIXED TERM: Fixed term for one year

REPORTING TO: Student and Alumni Communications Officer

THE POST

The purpose of the post is to coordinate and support the student communications and logistics of the National Student Survey 2018. This post would work with academic and professional services staff from across the University to collate and best communicate key messages around enhancement to students. This post would be the driving force behind a year-round programme of bespoke final year engagement activities and campaigns.

MAIN DUTIES AND RESPONSIBILITIES

The role activities will include:

Campaign Planning

- Supporting delivery of the final year enhancement project to improve the student experience and student satisfaction
- Working with academic and professional services colleagues across the institution to collate enhancements to the student experience derived from student feedback
- Creating messaging for yearlong pre-NSS and NSS campaigns and establishing the best communication platforms to use for these, working with the Design Unit to produce appropriate outputs
- Writing copy for social media and other channels as part of pre-NSS and NSS campaigns, with high attention to detail and targeted for the audience

Communications and administration

- Support the development and execution of a communications campaign focusing on 'making your final year great' pre-NSS and NSS campaigns
- Ensure correct messaging is delivered across appropriate platforms at appropriate times
- Support Deans in their meetings and feedback sessions with final year students, with an emphasis on the closing of feedback loops
- Liaise and work with the Student Union on co-managed events, including Finals Fest and Student Recharge Days
- Coordinate Student Ambassadors to work at NSS events, and keep track of attendance
- Establish accurate and responsive lists of students attending each NSS events
- Send regular emails to remind students to attend events and reschedule students that don't attend
- Communicate with relevant departments and faculties on plans for NSS events, informing of logistics as required
- After events update lists to reflect attendees
- Support the delivery of the review of professional services to improve delivery of services that promote and support student satisfaction

Event Management

- Plan and manage events throughout the academic year for final year students, working across the university and Student Union
- Develop an operational plan for NSS completion events
- Communicate logistics to all involved departments
- Coordinate the procurement of materials and resources required for the events
- Create a briefing document for those working at the events
- On the day of NSS events, set up the venue and support the Student and Alumni Communications Officer to brief and lead Student Ambassadors
- Help to evaluate the success of NSS events

General Information

It is anticipated that this job description will change over time in accordance with the needs of the role. The role holder will be fully consulted on any proposed amendments.

CONDITIONS OF SERVICE

The appointment will be made at Grade 4, currently £19,850 to £20,989 per annum and annual incremental progression within this range. An upper range of £21,585 to £22,214 per annum, will be available (again with incremental progression) to those who, having gained considerable experience relevant to the role, are able to demonstrate added value through activities or contribution which are over and above the normal expectations for the role. Starting salary will be dependent upon qualifications and experience. Salary is paid monthly in arrears by direct credit transfer on the last working day of each month.

Your normal centre of duty will be the King Alfred Campus in Winchester. Normal hours of work will be 37 per week to be worked between the hours of 8.30am and 5.30pm, Monday to Friday, by agreement with your Line Manager.

The annual leave year runs from 1 August to 31 July. Holiday entitlement is 21 days per annum (pro rata), plus Bank holidays and University extra statutory days. A proportion of the entitlement is allowed pro rata for part-time staff working less than five days per week and/or not throughout the year, and for all support staff during first leave year at the University.

The appointment will, in an appropriate case, be subject to a probationary period of 6 months.

Other terms and conditions of employment appropriate to this post and grade apply in addition to those referred to in this statement. The list of benefits includes Pension Scheme, Sick Pay Scheme, Maternity and Paternity leave and pay (subject to eligibility). Details are contained in the Statement of Principle Terms and Conditions of Employment issued on appointment, the Staff Handbook and other documents referred to therein.

APPLICATION INFORMATION

Applications should be made on line at www.winchester.ac.uk. Please note that posts close at midnight on the date stated. Late applications will not be accepted.

We delight in diversity in our workforce and seek those that share this value

PERSON SPECIFICATION

Each attribute is marked as essential for the post, or desirable. The last two columns on the Person Specification (labelled A and I) indicate how each attribute is assessed.

A = application form, I = interview

ATTRIBUTES	ESSENTIAL	DESIRABLE	A	I
EDUCATION/TRAINING				
Educated to degree level	X		X	
GCSE (or equivalent) Maths and English at grade C or above	X		X	
EXPERIENCE				
Experience producing professional communications		X	X	X
Working in a student relations role		X	X	X
Copywriting for print and digital outlets		X	X	
Event management		X	X	
Project coordination	X		X	X
Database management		X	X	X
Administrative experience		X	X	
Experience and aptitude for excellent cross-institutional working and coordination	X		X	X
KNOWLEDGE				
Working knowledge of Microsoft packages	X		X	
Communications, PR and social media		X	X	X
Awareness of Data Protection principles		X		X
Awareness of the policies and practices of the wider Higher Education sector		X		X
Awareness of the needs of different student groups, such as placement students, commuting students, etc.		X		X

SKILLS/ABILITIES				
Excellent oral and written communication skills	X		X	X
Excellent interpersonal skills	X			X
Excellent organisation skills with a high attention to detail	X			X
Ability to work to deadlines	X			X
A thorough attention to detail	X		X	
Ability to maintain confidentiality	X			X
PERSONALITY				
Demonstrate reliability	X			X
Able to work independently and as part of a team	X			X

FURTHER INFORMATION

Health & Safety

Under the Health & Safety at Work Act 1974, whilst at work, you must take reasonable care for your own health and safety and that of any other person who may be affected by your acts or omissions. In addition, you must co-operate with the University on health and safety and not interfere with, or misuse, anything provided for your health, safety or welfare.

Copies of the University Safety Policy can be found on the University Intranet.

Sustainable Development

All employees are expected to act in accordance with the Sustainable Development Policy and Environment Strategy. In the course of your duties, you should seek to minimise any detrimental impact on the environment and take specific action as appropriate within the remit of your post.

Facilities

Staff catering facilities are available.

West Downs Day Nursery - is situated within the grounds of The University of Winchester. The nursery offers care for children from the age of six weeks to five years in a stimulating and homely environment. The nursery provides 62 places each day from 7.30am to 6.15pm on a full time or sessional basis. The opening times are designed to accommodate the working parent who may wish to continue their career. Further details are available from the Human Resources Department.

Sports and Fitness facilities are available, these include the University Gym, Sports Hall and our outdoor Multi-Use Games area for Tennis, Basketball, Football and Badminton to name a few. At our Bar End facility we have an Athletics Track and All-Weather Pitch. Also on offer is our Fitness & Wellbeing class timetable, which is complementary to all Gym Pass holders.

Our values

We are a community committed to making a difference, passionate about seeing individuals and communities flourish.

Our values of Compassion, Individuals Matter and Spirituality shape how we do this and why – we believe academic freedom leads to big ideas which in turn lead to social justice and creativity for a better world.

Compassion

Conscious of the kinship that exists between all life, we seek to nurture compassion and embody social justice for people, animals and the planet. This is a supportive, caring and safe place to work and study. Staff and students will be supported to flourish, encouraged to help others and empowered to make a difference in the world. We seek to challenge and nurture in all staff and students a love and value for all life and the planet. Staff are empowered to change the world for the better, challenge convention with compassion and stand up for what they believe to be true.

Individuals Matter

We are passionate about seeing individuals flourish here. The dignity and wellbeing of individuals is important as are their opinions and views. We are committed to working globally to ensure equality and justice for all. Everyone is welcome here. Staff and students will learn to value and appreciate others, whoever they are and whatever their background. You will be listened to; your opinions count. Together, we will be supported and challenged to reach our full potential. Our staff and students are nurtured to embrace equality, diversity and inclusivity to the full. Staff and students are supported to fight for integrity and justice in a world of compromises and prejudice.

Spirituality

We celebrate our Anglican Christian foundation and welcome people of all faiths and none. We believe that everyone expresses their spirituality through a unique collage of values, disciplines and practices. Working and studying here will give you a chance to experience and reflect on the

creativity, beauty and compassion in life – together, we aim to explore the mystery of life and grow in wisdom and love.

Our passion is to see staff and students grow as a whole person. It is safe to try new things here, to stand up for what you believe in. You will be supported to engage with the big and deep questions of life, to bring about change and really make a difference. We seek to challenge and develop staff and students' thinking, enabling them to develop in wisdom for a fulfilling life as well as the knowledge they need for a successful career. Our staff and students will have the resilience and resourcefulness to seize the opportunities and face the challenges of life.

Mission Statement;

'To educate, to advance knowledge and to serve the public good'

The University vision:

The University of Winchester is a university on a human scale, with a principal emphasis on the personal creativity and development of its students and its staff.

Through its teaching, research and professional practice, the University will be an outward facing and permeable organisation, welcoming outside influences and fully engaging with society locally and regionally, nationally and internationally. It will provide a high quality university education, responsive to the intellectual, personal and professional needs of its members and the wider community.

The University seeks to serve the spiritual and ethical needs of its students, building moral and global awareness. Our Church foundation is reflected also in strong support offered to students from backgrounds not traditionally associated with higher education. The University will ensure that its courses are accessible to all those who have the potential to benefit from them, regardless of their social, economic, ethnic or religious background.

As a twenty-first century institution which provides a progressive and challenging higher education experience and which forms a crucible for the generation and transfer of knowledge, we have high expectations of both staff and students. The professionalism of staff is reflected in integrity, objectivity and competence. Students' time at the University will provide them with a justified confidence in their abilities and the strength to stand up for what they believe to be true.