



Student Experience Officer

At Regent's University London, we have a bold mission of reimagining education, and we're looking for talented and passionate people to help us do that. We're ambitious, collaborative and curious in how we approach our work, each other, and the education we give our students. Nestled in the heart of royal Regent's Park, Regent's offers a premium experience for staff and students. We champion an environment that cultivates possibility for everyone in our community.

Job description

Position details

Job title:

Student Experience Officer

Grade:

G

Department:

Student Experience

Line Manager Job Title:

Senior Student Experience Officer

Job purpose

Regent's University London is committed to providing a peerless student experience. The Regent's Student Experience Officer is the first point of contact for all non-academic specific queries- providing first-line advice and support and triaging/sign posting where necessary.

Regent's Student Experience Officers take a case-management approach to student support, this has two effects:

- 1) A proactive student support service, identifying patterns & indicators that identify students who may require additional support.
- 2) Ownership of student queries, ensuring that students receive accurate and timely answers to their queries.

Regent's Student Experience Officers seek service-excellence at all times. In addition to the direct student support, Regent's Student Experience Officers provide course-related administrative support that relates to the student experience.

The Regent's Way is a set of principles that guide our work and celebrate our unique offering – our strengths, our challenges and our commitment to continuous improvement.



We strive for excellence
We don't fear failure; we learn from it
We challenge ourselves



We're better together
We create synergy when we collaborate
We celebrate our successes



About people, cultures, ideas
We're inclusive and welcoming of new perspectives
We encourage learning and growth

Main responsibilities

Student Advice

- 1** Manage student enquiries - always striving to provide accurate, timely and comprehensive initial responses, or triaging/sign-posting where necessary and following-up to ensure that students have received the support required. Typical queries/requirements will include:
 - Supporting documentation - including copies of transcripts, confirmation of student status letters and letters for Council Tax, Banks, Visa applications and any other relevant documentation.
 - Fee & finance queries
 - Wellbeing concerns
 - Work-life balance & study structures
 - Questions about assessment process, deadlines, requirements and understanding results
 - Information about events & trips
 - Complaints/appeals related queries
 - Administrative dissertation queries, working to resolve any issues, such as requests for changes to allocation, and changes of supervisor
 - Policy related guidance, including Extenuating Circumstances & Reasonable Adjustments
 - Disability support
 - Elective module selection
- 2** Use data & systems to monitor student engagement and identify students who may require additional support. Implement effective proactive engagement strategies to support these students as appropriate.
- 3** On rotation, manage the student support front desk services, to include being the friendly & professional face of student support at Regent's and managing in-person and digital general enquiries.
- 4** Possess an in depth understanding of a number of policies and operations across the University, sufficient to provide relevant and comprehensive guidance to students and colleagues.
- 5** Engage with non-progressing or overloaded students and, in liaison with course teams, ensure that support plans with realistic goals are set up.
- 6** Meet with students considering a break in studies or withdrawal to identify opportunities to re-engage them and, where this is not possible, support them through the process.
- 7** Monitor student attendance and apply process steps as required. Support reporting & identification of opportunities for improved engagement and accuracy of data.

- 8** Maintain accurate & appropriate records of all enquiries and student interactions.
- 9** Handle any informal complaints received, processing them in a timely and professional manner, including carrying out all relevant triaging. In all instances, to seek to resolve the issue prior to any necessary escalation.
- 10** Support students with non-standard journeys, e.g., resits, and ensure that they are appropriately engaged & supported.

Administration

- 11** Manage the course-specific administrative needs of the area of responsibility which may include:
- Managing the requirements of accrediting bodies related to assigned courses.
 - Managing assigned mailboxes.
 - Ensuring that course handbooks (or similar) are available, relevant & engaging
 - Allocating/reallocating supervisors & recording accordingly
 - Minuting meetings
 - Updating relevant systems as required, e.g., SharePoint, Blackboard, webpages
- 12** Organise and manage course/student events, to include travel, accommodation, venue, and speakers. Ensuring that risk assessments are completed, and events run smoothly. Implementing effective monitoring & feedback mechanisms to continually evolve the process and offer.
- 13** Work with the Director (Content) and Registry as required to support quality assurance processes such as annual monitoring or checking data returns.
- 14** Work closely with the timetabling team as well as university estates on room changes and ad-hoc issues, communicating outcomes to students.

General

- 15** Contribute to the organisation & delivery of Student welcome activities and other events where appropriate
- 16** With a view to continuously improve the student experiences and the services offered – escalate student feedback and patterns, and suggestions for improvements, to the Senior Student Experience Officers; leading on improvement initiatives where required. Always striving to provide an unparalleled, holistic and joined up student experience
- 17** Support deployment and analysis of student surveys
- 18** Contribute towards a range of resources to support and enhance the student experience.
- 19** Build and maintain effective and productive working relationships with colleagues, clients and third parties, as necessary, and support the University's values
- 20** Support a culture of inclusion and belonging as well as equal opportunity for all, where the diversity of individual's backgrounds and experiences are valued and respected and where colleagues, students and others show dignity and respect for all, and are in line with Regent's policies
- 21** Use initiative to determine priorities, work with autonomy and work effectively with colleagues across the institution
- 22** Perform to high professional standards & manage or escalate (as appropriate) any concerns or issues in a timely manner and according to their urgency
- 23** Contribute to building a vibrant campus community by taking real accountability, collaborating with colleagues across the university and constantly adding value. Foster an inclusive, sustainable and safe environment for all through our EDI, Health and Safety and B-Corp initiatives and policies.
- 24** To undertake any other duties that may reasonably be requested appropriate to the grade and responsibilities of the post.

Person specification

1. Position details

Job title: Student Experience Officer
Grade: G
Department: Student Experience
Line manager job title: Senior Student Experience Officer

2. Person requirements

Job requirements	Assessment criteria	
	(e)ssential	(d)esirable
Qualifications & training		
Educated to degree level or equivalent experience	E	
Mental Health Training		D
Professional training in Customer Service, Well-Being or student Support		D
Experience		
Recent, relevant & significant experience of providing high quality customer or student support	E	
Experience of supporting students/customers from diverse backgrounds	E	
Experience of either supporting students at Higher Education level or providing high-end customer support services within a different industry		D
Experience managing information / data, conducting analysis, and reporting on findings		D
Experience of maintaining comprehensive case-records		D
Knowledge, skills & competencies		
Highly developed administrative & organisational skills	E	
Strong working knowledge of a variety of computer systems and skillset to readily learn new software	E	
Ability to capture meeting actions and manage associated tasks	E	
Knowledge & application of GDPR and Data Protection legislation		D
General attributes & personal qualities		
Excellent interpersonal skills, active listening skills and ability to communicate effectively and confidently, verbally & in writing, to a range of audiences		
Ability to work under pressure, maintain attention to detail, manage routine processes and procedures effectively, and prioritise workload in order to meet deadlines	E	

Ability to communicate calmly, with tact & diplomacy and build a strong rapport with students & colleagues	E	
Desire to be proactive and take ownership of challenges	E	
Ability to build knowledge quickly and adapt to a changing environment	E	
Empathetic and student focussed and with a continuous drive to improve the student experience	E	
A team player with a 'can do' attitude, including supporting others to meet objectives of the wider team	E	
Aptitude to contribute to improving ways of working and problem solving	E	
A commitment to continuous professional development	E	
Other / special requirements		
Ability to role model The Regent's Way and instil these in others	E	