# Student Engagement Manager

# Student Engagement

# Grade 7

Heriot-Watt University Student Union is an independent charity that is run by and for students. While we are a charity we also run commercial services that aim to make a profit. We use this profit to invest in other vital student support services such as advice & support and volunteering.

The Student Engagement department is responsible for supporting and advising students in our Campus in Riccarton and in our Scottish Borders Campus, Galashiels.  The Student Engagement team support students to run societies, volunteering and entrepreneurial activity, and organise campaigns and events covering a diverse range of issues.  The department supports School Officers, Class Reps and Postgraduate Reps and runs the Annual Heriot Watt Oscars and the Volunteer Awards.  The department also runs the Advice Hub, which offers advice and guidance to students on all aspects of university life.

# Purpose of role

As a member of the Senior Management Team, this role provides leadership and strategic direction across the organisation, with particular focus on our student facing charitable services. Provide leadership and direction to the Student Engagement team so that it strives to deliver the best, welcome new ideas and try new things and make a difference for our members.

The Student Engagement team supports annually approximately 70 societies; 20 School Officers, 6 Postgraduate Research Student Reps, 150-200 Class Reps, supports around 1500 students through the Advice Hub and creates and distributes around 6000 campaign packs to students. The Student Engagement Manager works with our counterparts at our Dubai and Malaysia campuses, ensuring that the global student experience is represented.

The Student Engagement Manager manages the department’s budget of around £7,000.

# Organisational position

# Principal Duties

# Leading and having oversight of the student facing charitable activity of the Union such as student societies; volunteering; charity fundraising; welfare advice service and academic representation through School Officers, Class Representatives and Postgraduate Research Student Representatives.

Have oversight of the Union’s contribution to the University Learning and Teaching Strategy. Provide support to the President and Academic Coordinator on academic matters, and work with University colleagues globally to further global student input on academic issues.

Act as a mentor to the full-time officers. Act as line manager for the Vice President’s by helping develop plans and providing regular support and guidance. Provide direct input to the Student Parliament, attending student meetings and offering guidance.

Producing written briefings for President and CEO as required. Attend Board meetings as required.

Liaising with the University on matters relating to Learning and Teaching Strategy and operations and liaising with external contacts such as counterparts in other institutions to share best practice; the Quality Assurance Agency Scotland on Enhancement Led Institutional Review (ELIR) or the National Union of Students and SPARQS on national policy projects and to support and deliver national initiatives at Heriot-Watt University.

Represent Students’ Union on high level academic committees such as Learning and Teaching Board and Student Learning Experience Committee to discuss university Learning and Teaching Strategy.

Act as the Returning Officer with the Union’s election process, ensuring election regulations set out in the Union rules are adhered to at all times.

Gathering information from students through surveys and face to face regarding academic issues. Receiving information and analysing it to provide input to potential strategy/project changes within the Union or University.

Monitoring trends and keeping up to date with issues or best practise across the student movement, ensuring the Union is meeting student needs.

# Setting and maintaining the expenditure of the department and ensuring that appropriate and timely financial reporting is provided and remaining compliant with organisational policy and procedures at all times.

# Other Duties

These duties are a guide to the work that the post holder will initially be required to undertake. Other duties or a change of duties may be necessary from time to time.

# Competencies

|  |  |
| --- | --- |
|  | **Takes personal responsibility for the part they play in our students’ union, its mission and values, the student body and wider society** |
|  | **Keeps the needs of students at the heart of activities** |
|  | **Consistently role models high standards and good practice** |
|  | **Applies an understanding of equality and diversity to strengthen positive engagement in all our students’ unions activities and services** |
|  | **Maintains commitment to targets and results, striving consistently to achieve them** |
|  | **Helps to provide clear, consistent and appropriate messages at all levels of our students’ union and beyond** |
|  | **Applies an appreciation of the political environment in which our students’ union operates**  |
|  | **Actively leads, establishes expectations, accountabilities, purpose and vision, creating an environment where others can achieve optimal performance**  |

# Person Specification

|  |  |  |
| --- | --- | --- |
|  | Essential | Desirable |
| Qualifications |  |  |
| University Undergraduate Degree (or equivalent experience) | x |  |
|  |  |  |
| Skills/competencies (additional to the standard competencies) |  |  |
| Excellent communication skills both written and oral. Able to communicate to a range of audiences | x |  |
| Able to multi-task and handle competing priorities | x |  |
|  |  |  |
|  |  |  |
| Knowledge |  |  |
| High level of knowledge on academic systems and practices | x |  |
| Knowledge and experience of designing and delivering training | x |  |
|  |  |  |
| Previous experience |  |  |
| Proven leadership skills  | x |  |
| Experience of managing a team  | x |  |
| Experience of managing a budget | x |  |
| Experience of working with students and student officers | x |  |
| Recent, relevant experience of delivering student engagement activities | x |  |
| Proven success in delivering value for money | x |  |
| Proven success in contributing to a Strategic Plan |  | x |
|  |  |  |
| Personal qualities |  |  |
| Passionate and driven | x |  |
| Open to change | x |  |
| Ability to work flexible hours | x |  |
| Ability to work under pressure and on own initiative | x |  |
| A commitment to delivering high quality services and a focus on customer needs | x |  |
|  |  |  |
| Interests |  |  |
| Working in a democratic structure with elected officers | x |  |
| To have an awareness of issues facing the wider student population | x |  |
| Commitment to delivering high quality services and a focus on customer needs |  |  |
| Circumstances |  |  |
| Disclosure Check  |  | x |