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| **Role & Context** | **Need to Do** | **Need to Know – Role Capabilities** | **Need to Be – Personal Capabilities** |
| **Purpose**  To co-ordinate the delivery of our student engagement work in all its different forms to support the Students’ Association in achieving it’s strategic and operational targets.  **Context**  The post holder will co-ordinate the effective delivery of student engagement activities & volunteering services of the department across all FVC campuses.  The Student Association:   * Provides support & training for Class Representatives * Invites students to engage with the Student Association & seek feedback on all aspects of the student experience * Acts on the views & wishes of the student body, in order to improve the student experience. * Hosts social events & activities throughout the year in order to promote engagement & provide opportunities to students * Represents the student body within the college & local community through events & key college groups, and at national level through affiliation to the National Union of Students (NUS)   **Organisation Chart**  This post operates as part of the Student Association team and reports to the University Partnerships Officer.  Refer to Department Chart | **Key Outputs**  Work with, develop, and support all Student Association volunteers and Executive Officers in order to provide maximum benefit to both the volunteers and the Student Association. To implement a monitoring system to ensure quality and quantity of volunteers and Executive Officers within FVSA and FVC.  Co-ordinate the Student Association’s student engagement activities such as recruiting, training, and retaining Class Reps, promoting elections, and proactively supporting the development of Executive Officers and other volunteers.  Develop and deliver existing and new activities to improve student engagement within FVC, including presentations, student feedback mechanisms, and events.  Enhance working relationships with College staff and departments in order to increase engagement with the Student Association.  Promote student engagement activities, and the Student Association, in a positive and proactive manner. Facilitate and promote the recognition of student engagement activities.  Support FVSA by implementing partnership projects in conjunction with the College.  Identify, develop and promote local and national accreditation schemes to reward both extra- and co-curricular activity within the College and the local community.    Actively engage students to seek feedback. Analyse feedback and data to report on the student learning experience – issues and success.  Establish and maintain contact with staff and volunteers in other colleges, universities, and relevant organisations in order to identify and provide best practice activities.  Attend relevant conferences and courses on behalf of the Student Association.  Contribute to the development and achievement of FVSA’s Communication & Engagement Strategy in order to promote activities and opportunities to students and staff.  Support the implementation of the FVSA-FVC Student Partnership Agreement.  Produce and present relevant reports at meetings and Committees (verbal/written).  Identify and promote volunteering opportunities across the College and local communities to FVC students.  Support FVC students to establish and maintain Clubs and Societies, and provide promotion, support and guidance in order to sustain activity in this area. | **Qualifications**  **Essential:**  HNC in appropriate area; or considerable relevant experience.  **Desirable:**  HND or equivalent in appropriate area  **Skills/Knowledge**  **Essential:**  Excellent customer care skills.  Evidence of effective organisational skills.  Able to provide relevant information and training sessions to student volunteers, write and develop training materials.  Experience of day-to-day office administration.  **Desirable:**  Knowledge and understanding of student support needs.  Experience of working with volunteers, or experience of volunteer work.  **Experience**  **Essential:**   * Good IT skills including proficiency in using MS Word, MS Excel and MS PowerPoint. * Confident in generating and using evidence and data to evidence progress towards achieving specified targets, and for quality assurance purposes. * Experience of dealing effectively and efficiently with people. * Demonstrate a proactive approach to problem solving. | **Key Competencies** \* indicates the 3 most important competencies to success in the role. \* Motivational  \* Strong organisational skills  \* Team player  The post holder must be able to respond quickly and effectively to change  Have the ability to manage difficult situations effectively  Contribute to the efficient running of the department  Be enthusiastic, committed and flexible in approach  Focused on providing a first class service  Ability to motivate others to be the best they can be.  Excellent customer care  Excellent communication and interpersonal skills  Capable of working under pressure and meeting deadlines  Strong team player with ability to work using own initiative  Good attention to detail. |

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| **Health & Safety**  The post holder has a duty of care for their own health and safety and that of others who may be affected by their actions | Prepare accurate information and reports when requested.  Handle student enquiries on a day-to-day basis.  Share duty rota across all College campuses.  Assist in the organisation and delivery of events e.g. Freshers’ Fair and elections~~.~~ Analyse the impact of events and campaigns to support recommendations for future activities.  Develop and maintain excellent working relationships with College staff and departments.  Provide general administration support where necessary to ensure the effective running of the department e.g. filing, photocopying, mail, stationery, minute taking and report generation as required. **Relationships** Develop and maintain effective working relationships with:   * Students * Staff * Internal and External stakeholders  **Decision Making Authority** Not Applicable  **Key Performance Indicators**  Effective management of:   * Self * Resources * Volunteers | **Desirable:**   * Awareness of student guidance and welfare issues * Knowledge of the purpose and roles of student’ associations.  **Communication** Excellent communications skills (verbal and written) are essential as is the ability to be flexible in your approach in meeting the demands of the post and the needs of students, staff, volunteers and other stakeholders. |  |