

Student Experience and Information Coordinator

Faculty:	Faculty of Medicine, Health and Life Science
Job Title:	Student Experience and Information Coordinator
Department/Subject:	Faculty wide role
Salary:	Grade 6 £28,759 - £32,332 per annum together with NEST Pension Benefits
Hours of work:	Full Time.
Contract:	Fixed Term - until 31 st July 2025
Location:	Predominantly based at the Singleton Park Campus, Swansea however the role holder may occasionally be required to work at the St David's Park Campus, Carmarthen.

Introduction	<p>To deliver its sustainable top 30 ambition Swansea University needs a professional services workforce with the differentiated skills necessary to ensure that it can deliver excellence through efficient and effective systems and processes that harness innovations in technology.</p> <p>The creation of three faculties at Swansea University in 2020 was a key platform to drive further success for the university over the next decade. This role represents an exciting opportunity for you to use your skills and experience to make a real difference to the outcomes and success of the faculties in one of our core teams</p> <p>Swansea University is characterised by the distinct values, culture and behaviours that lie at our core and underpin the key pillars of our university as outlined in the University's vision and purpose.</p> <p>This position will be based in the Education and Student Experience Team. Consistent structures and roles have been created across all three faculties, to aid collaborative working and innovation to enable excellence in outcomes, delivery and support. Colleagues will be assigned to a faculty at appointment however may be asked to work in another faculty or area of the university as and when required to aid organisational resilience and staff development.</p>
Background information	<p>The Student experience and Information Coordinator will work within the Faculty Education and Student Experience Team in partnership with academic staff, to deliver the highest levels of excellence in professional support in the following functions:</p> <ul style="list-style-type: none"> ➤ Student Information and Student Enquiries – this will cover a wide range of topics across all programmes in the Faculty ➤ Student Welfare and Wellbeing Signposting and Triage ➤ Student Communications – working with Student Experience and Engagement Team ➤ Extenuating Circumstances ➤ Enabling Services – supporting students with differing needs including alternative assessment ➤ Student Attendance and Study Engagement ➤ Student Experience to include but not limited to student representative, student feedback, student events, subject/academic student societies <p>The post holder is responsible for ensuring they work in accordance with all University policies and procedures, governance and constitutional frameworks, seeking guidance from team leaders/managers where appropriate.</p>

	<p>This role will suit applicants with a passion for delivering a highly respected information, support and engagement service which makes a real difference to students' lives throughout their journey at Swansea University within the Faculty.</p> <p>The service is both reactive to student queries, and proactive to provide information throughout each academic year. Advice needs to be highly accurate so understanding academic rules, guidance and processes is important. Sensitivity, empathy, understanding of differing student needs and strong communication skills and a clear understanding of professional boundaries are essential for this role.</p> <p>The role may involve gaining/having specialist knowledge of particular programme areas within the Faculty.</p> <p>Student Experience and Information colleagues will work closely with colleagues in front of house/reception roles and will be expected to work in front facing student offices and receptions as well as providing support and information online, via email and phone/chat.</p>
<p>Main Purpose of Post</p>	<ol style="list-style-type: none"> 1. Working as part of a team to deliver a front line high quality information and support service to students on all matters related to their studies and time at Swansea University. 2. Provide a service which focusses on creating inclusive communities, promotes wellbeing and supports retention and progression for all students. 3. Provide confidential, non-judgemental advice, information and guidance to students, liaising with the Central University Student Services which include the Welfare Team and other specialist teams as required. 4. Carry out responsibilities relating to the University safeguarding policy, referring to senior staff where needed. 5. Work collaboratively across teams in the Faculty and across the institution to share knowledge, best practice, and to provide support as and when required. 6. Work with the Student Information and Support Officer to maintain a portfolio of student cases where ongoing support is required. 7. Compile accurate records of work undertaken with individuals using the Customer Relationship Management (CRM) system. 8. Monitor and support the student extenuating circumstance processes and co-ordinate information to inform programme teams such as Exam Boards, Faculty Boards, Academic Appeals and Complaints as appropriate. 9. Act as a point of contact for students with a disability, alongside the Faculty Disability Link Tutors. Encourage students to disclose a disability/medical condition at any point during their academic studies and play an active role in the University's community of practice for students with disabilities. 10. Work with the Assessment and Awards team to coordinate alternative assessment for students with additional support requirements and disability provisions in conjunction with the student and relevant academic staff. 11. Identify students who evidence low assessment scores and work closely with students and staff to identify issues that can be resolved to enhance student progression through the academic programme. 12. Monitor student attendance and engagement with studies through established faculty and university systems. 13. Support the effective operation of the academic mentor scheme in the faculty, to include allocating mentors to students and providing support to academic staff to ensure effective sessions are run in all programme areas at all levels of study. 14. To support students through, and ensure actioning of processes such as course transfers, suspensions, module changes in a timely manner considering various factors given the student's individual situation and faculty/university regulations and procedures. 15. To keep fully up to date with rules and regulations, ensuring that the relevant student-related policies and procedures are implemented across the faculty 16. Support supervision, training or line management as required within the team

	<ol style="list-style-type: none"> 17. Monitor and respond to correspondence received through the central office e-mail address within agreed timescales. 18. To support the delivery and monitoring of an effective Student Experience and Engagement service across the Faculty. This service begins with pre-arrival information and leads to induction/ welcome, throughout each programme of study until and including graduation. 19. To support the partnership with students, Students' Union and academic colleagues on a range of student feedback processes and mechanisms. This may include NSS, university surveys, module feedback, programme cohort feedback, focus groups, Unitu or other online feedback platforms. 20. Recognise and assess the different needs of the student community and support core activity requiring diversity & inclusion. 21. Support the planning and delivery of a range of events, activities and initiatives to aid student experience, ranging from welcome/induction events to awards evenings, graduation event support, academic extra-curricular activities, peer mentoring and on or off campus or online events.
<p>General Duties</p>	<ul style="list-style-type: none"> ➤ To fully engage with the University's Performance Enabling and Welsh language policies ➤ To promote equality and diversity in working practices and to maintain positive working relationships. ➤ To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. ➤ Any other duties as directed by the Faculty Leadership Team or their nominated representative expected within the grade definition. ➤ To ensure that risk management is an integral part of any decision-making process, by ensuring compliance with the University's Risk Management Policy ➤ Ensure all activities are carried out confidentially, sensitively and diplomatically, demonstrating an awareness of GDPR and University policies and procedures in relation to all staff and student information.
<p>Professional Services Values</p>	<p>All Professional Services areas at Swansea University operate to a defined set of Core Values - Professional Services Values and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.</p> <p>We are Professional We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality</p> <p>We Work Together We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.</p> <p>We Care We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.</p> <p>Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.</p>

Essential Criteria:

Values:

- Demonstrable evidence of taking pride in delivering professional services and solutions
- Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers
- Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience

Qualification:

- A-level or equivalent experience

Experience:

- Experience of working in the area of Higher Education student information, student support and/or student engagement to include using relevant systems, or clearly transferable skills gained in another role/sector.
- Experience of working in a role where strong communication skills were required to respond to and liaise with students with differing needs, or clear transferable experience of customer/client interaction and support.
- Ability to work independently under your own direction and initiative, whilst working within a team and supporting the wider team goals and objectives.
- Experience of understanding, interpreting and applying procedures and regulations in a work setting.
- Experience of significant multitasking in a work setting including a strong ability to organise own workload and prioritise tasks with strict deadlines.
- Excellent customer service and flexibility for handling a wide range of activities.
- Experience in developing and implementing new or improved ways of working/completing tasks in an administrative setting.

Knowledge and Skills:

- Ability to work within and understanding professional boundaries.
- Ability to work with students who may be in distress or facing difficult and upsetting situations. Maintaining personal resilience whilst doing this and seeking support from line manager and colleagues where needed.
- Ability to prioritise effectively with excellent time management skills.
- Excellent oral and written communication skills to be able to explain rules and regulations.
- Excellent IT skills especially in the use of excel and in using a range of online systems.
- A commitment to and evidence of continuous professional development.
- Proven ability to work in a diverse and high performing team, to deliver against strategic objectives and project plans.

Welsh Language:

This role requires Level 1 Welsh Language – ‘a little’ (you do not need to be able to speak any Welsh to apply for this role) e.g. pronounce Welsh words, place names, department names. Able to answer the phone in Welsh (good morning / afternoon). Able to use or learn very basic every-day words and

phrases (thank you, please, excuse me). Level 1 can be reached by completing a one-hour training course.

For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available [here](#).

Desirable Criteria:

- Ability to communicate in Welsh
- Qualifications at a professional, further or higher education level.

