

**Leeds Beckett University – Job Description**

Ref:

<b>Faculty/Service</b>	<b>Library and Learning Services</b>
<b>Section</b>	<b>Student Experience</b>
<b>Post Designation</b>	<b>Student Engagement Manager</b>
<b>Grade</b>	<b>6</b>
<b>Post to which directly responsible</b>	<b>Head of Student Experience</b>
<b>Posts for which directly responsible</b>	<b>Direct Reports: Student Communications and Engagement coordinator; Student interns</b>
<b>Purpose of Job</b>	
<p>To lead on targeted student engagement programmes across Library and Learning Services, including activities to support student belonging, wellbeing and success, and initiatives that drive maximum usage and impact of library services.</p> <p>To lead on communications to students to inform and engage them with services and support to enhance their academic studies throughout their academic journey. whilst ensuring student's voices are embedded in everything we do.</p> <p>To lead the library student as partners programme, growing and expanding student employment, internship and placement opportunities.</p>	
<b>Responsibilities</b>	
<ol style="list-style-type: none"> <li>1. To be responsible for the co-ordination of high quality, creative, contemporary, multichannel communications, promotions, information and events that engage, inform and educate students, so that they are aware of the range of services available to support their academic studies and to navigate them effectively</li> <li>2. To be responsible for delivering a programme of engaging events in our libraries to support welcome week, wellbeing and belonging, and study and exam support, creating a vibrant community.</li> <li>3. To become an expert on User Experience (UX) work in the library, supporting engagement and inclusive practice across LLS and ensuring the student voice is embedded in all we do.</li> <li>4. To coordinate Library and Learning Service activities to support student recruitment such as University Open Days.</li> <li>5. To be responsible for our students as partners programme, liaising with colleagues from across LLS to understand their needs for student partners, placement and internships. Co-ordinating recruitment of students into roles, training, personal development and reflection while with LLS.</li> <li>6. To contribute to long term and short-term planning, through horizon scanning, innovation and best practice and to translate plans into operational delivery.</li> <li>7. To build productive working relationships with stakeholders and internal and external partners in service delivery, identifying opportunities, and managing contracts/agreements and service levels</li> <li>8. To provide leadership to teams of colleagues, communicating the vision, values and direction of our university and delivering change in a positive, proactive and consultative way.</li> <li>9. To provide leadership and effective management of the Student Engagement team, promote employee engagement, and improve personal, team and operational effectiveness through collaborative work approaches.</li> </ol>	

10. To develop data, insights and evidence, to improve the library experience, to inform service planning, improvements and day-to-day delivery, producing reports when required
11. To act as one of the managers in the Student Experience team, contributing to the management, future direction and transformation of Student Experience, ensuring the provision of innovative, student centred services aligned with the University's strategic framework and the broader Library Plan.
12. Represent Library and Learning Services in a positive and professional way, participating in library and university activities such as clearing, open days, welcome, graduation and other relevant events.
13. Any other duties commensurate with the grade and occasionally lead / attend meetings on behalf of the Head of Service.

### **Equal Opportunities**

We are committed to providing a non-discriminatory and harassment-free working environment for our employees. All postholders are expected to have due regard for those policies when carrying out their duties.

### **Safety, Health and Wellbeing**

You will maintain a positive attitude to Health and Safety in carrying out personal responsibilities and co-operate with Health & Safety policy/local rules/Codes of practice relating to Health and Safety.

### **Physical Conditions**

The postholder will work on a hybrid basis, with home working and on campus working (City Campus and Headingley Campus). Appointment is to Library and Learning Services and the postholder will be expected to work flexibly across services and work locations as appropriate.

### **Relationships**

The postholder will work closely with staff and managers across the service and will work with and support the academic, administrative, technical and managerial staff of the University.

### **Terms & Conditions**

Terms & Conditions of Service are as determined by the Vice-Chancellor for Support staff (within a framework set by the Board of Governors), and will have regard to any national recommendations arising from negotiations between the Universities and Colleges Employers Association (UCEA), and the recognised trade unions in so far as these are adopted by the Board / Vice-Chancellor.

Salary is currently within Grade 6. On appointment staff will normally be placed on the first point of the substantive grade for the post. Appointment above this will only be on an exceptional basis and subject to approval in line with our University's Pay Policy.

Annual leave entitlement begins at 38 days.

Hours of work per week = 37.

### **Probationary Period**

Appointment to this position may be subject to a probationary period of up to **12** months, in line with our probationary policy. A copy of our probationary policy is available on our website or on request from Human Resources.

**Pre-employment Health Assessment**

Our University aims to ensure that all employees are placed in a job that is compatible with their health and physical abilities. In accordance with the Equality Act, questions relating to health are asked following an offer of appointment. All offers of appointment are subject to pre-employment health assessment.

**Qualifications**

In accordance with our pre-employment processes, it is University policy to verify qualifications for successful candidates. We will need evidence of those qualifications required by the employee specification and claimed on the application form.

**Closing Date****XXXX (Midnight)**

Please complete an online application. If you are unable to complete an online application, please contact the HR Recruitment Team on either 0113 8121821 or [HRrecruitment@leedsbeckett.ac.uk](mailto:HRrecruitment@leedsbeckett.ac.uk) who will be able to provide you with a hard copy application form.

<b>Post Title</b>	Student Engagement Manager	<b>Grade 6</b>
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Please carefully read the notes of guidance enclosed with the application form and provide information to help us decide whether you meet the criteria below.

<b>Qualifications, Skills, Experience &amp; Knowledge</b>	<b>Essential</b>	<b>Method of Assessment</b> (Application/ Interview/Test/Other)
1. Degree and/or relevant professional experience/qualification	✓	Application
2. Proven experience in effectively leading, managing and motivating staff with improved performance and continued development.	✓	Application / Interview
3. Evidence of ability to lead on engaging multichannel information, communications and events to a high standard to a variety of audiences	✓	Application / Interview
4. Demonstrated experience in coordinating engagement programmes, including identifying stakeholder needs, promotion, and monitoring and evaluation, to inform improvements or further opportunities.	✓	Application / Interview

<b>Performance Attributes</b>	<b>Method of Assessment</b> (Application/ Interview/Test/Other)
Please note that all the following criteria are <b>essential</b> .	
<b>PLANNING &amp; ORGANISATION</b>	
5. Evidence of the ability to translate strategic priorities into customer focused, deliverable plans, aligning resources to the requirements of the service.	Application / Interview
<b>TEAMWORK</b>	
6. Ability to motivate, engage and develop colleagues to deliver inclusive, customer focused services, delivering change in a positive, proactive and consultative way	Application / Interview
<b>COMMUNICATION</b>	
7. Evidence of excellent interpersonal, communication and negotiation skills to develop effective working relationships with a wide range of colleagues and stakeholders.	Application / Interview
<b>CREATIVITY &amp; INNOVATION</b>	
8. Evidence of initiative to research, analyse, understand and respond to the changing needs of customers, with a commitment to the continuous improvement of services.	Application / Interview
<b>PLANNING AND ORGANISING</b>	
9. Evidence of an ability to design workforce plans for a diverse team of students, ensuring all HR regulations and policies are observed and accounted for.	Application / Interview
<b>LEARNING &amp; DEVELOPMENT</b>	
10. Awareness of recent developments in the library and information sector and in Higher Education, and a commitment to ongoing learning for self and others.	Application / Interview

Whilst these performance attributes may relate to this role more specifically for recruitment and selection purposes, following appointment, all members of staff are expected to demonstrate effective performance across all six of our University's performance attributes. Please [click here](#) for further details.