

Job Specification

Student Engagement Officer – (2 x FTE) Quality Team

Responsible to:	Quality Manager
Responsible for:	Leading the coordination and delivery of enrichment, learner engagement and learner voice activity across allocated campuses. Supporting the development, implementation, and evaluation of engagement initiatives that enhance learner experience and contribute to quality improvement.
Grade of post:	Grade 5 (SP 18-21)
Hours of work:	37 hours Term Time Only (38 weeks per year)
Work location:	1 FTE across Lichfield, Tamworth & Torc 1 FTE across Cannock & Rodbaston
Code:	

Job Purpose:

To lead and coordinate high-quality enrichment and learner voice activity that strengthens learner engagement, belonging and personal development across the college including the development and delivery of competitions and cross-college initiatives as a key driver of participation, motivation and learner identity. The role contributes directly to quality improvement by ensuring learner views inform meaningful change and by evidencing the impact of engagement activity on learner experience and outcomes.

Key Duties & Responsibilities

1. Enrichment and Learner Engagement Delivery

- Lead the planning, coordination and delivery of a high quality, inclusive enrichment and learner engagement programme across allocated campuses, including competitions, events, clubs, Duke of Edinburgh and cross-college initiatives for all provision types.
- Ensure enrichment and engagement activities are purposeful, accessible and responsive to learner needs and interests, promoting participation, belonging and positive learner identity
- Coordinate and promote learner participation and achievement in internal and external competitions and enrichment opportunities that develop employability, leadership, digital and personal development skills.
- Build positive, professional relationships with learners that enhance engagement, participation, and the overall learner experience.

2. Learner Voice and Representation

- Coordinate learner voice, representation and leadership opportunities, ensuring learners' views are captured, valued and translated into meaningful and visible improvements.
- Recruit, train and support learner representatives, ambassadors and Student Union members, facilitating forums, conferences and feedback activities that maintain effective

feedback loops. Including the establishment and ongoing development of an effective and representative Student Union.

- c) Support learner voice activity associated with Higher Education provision, including coordination in relation to relevant regulatory requirements where required in relation to OfS expectations.

3. Quality, Impact and Continuous Improvement

- a) Monitor, evaluate and evidence the impact of enrichment, learner engagement and learner voice activity on learner experience, participation, attendance, behaviour, personal development and progression, using data and feedback to inform improvement.
- b) Contribute evidence and evaluation findings to quality assurance, self-assessment, quality improvement planning and inspection readiness activities

4. Collaboration, Campaigns and Partnerships

- a) Work collaboratively with curriculum, support and quality teams to embed learner engagement, enrichment and learner voice across study programmes and the wider learner experience.
- b) Lead cross-college campaigns and thematic initiatives aligned to strategic priorities, including equality, diversity and inclusion, wellbeing, employability, digital skills and community engagement.
- c) Develop and maintain effective relationships with external partners to enhance enrichment opportunities, volunteering, community engagement and learner development activities.

5. Communication, Professional Standards and Compliance

- a) Promote and celebrate enrichment opportunities, learner achievements and learner voice activity through effective communication, marketing and visible campus engagement.
- b) Support college promotional events, including open days, enrolment and learner recruitment activities as required.
- c) Uphold the highest standards of professionalism, safeguarding, health and safety, equality and professional conduct, maintaining appropriate boundaries and always acting in line with college policies and procedures.

Other Duties and Responsibilities

- To carry out all duties in accordance with the College's Health and Safety, Safeguarding & Equality & Diversity policies and procedures, practices and procedures.
- To carry out any other duties as directed by your Line Manager.

Safeguarding

The College considers that the job holder for this role should have a DBS Enhanced disclosure.

Role Duties:

Communication – Oral and written	• Strong communication skills to engage effectively with learners, colleagues, partners and external stakeholders • Ability to produce clear, accurate records and summaries to support monitoring, evaluation and reporting • Confident use of IT systems to support coordination, communication and impact tracking
Teamwork and Collaboration	• Ability to work independently and as part of cross-college teams • Proactive contributor who works positively with curriculum, support and quality teams • Ability to build constructive professional relationships with learners and staff
Engagement and Learner Interaction	• Enjoyment of working directly with young people and understanding of their needs • Ability to engage learners individually and in groups in a professional, supportive manner • Commitment to inclusive engagement and positive learner experience
Planning, Organisation and Coordination	• Strong organisational skills to plan, coordinate and deliver enrichment and learner engagement activity • Ability to manage competing priorities and work effectively within agreed deadlines • Confidence coordinating events, activities and learner voice processes
Judgement and Problem Solving	• Sound judgement when responding to learner needs and engagement challenges • Ability to identify barriers to participation and work with college systems and procedures to address them appropriately • Positive, solution focused approach within established procedures
Monitoring, Evaluation and Impact	• Ability to collect, analyse and use participation data and learner feedback • Experience contributing evidence to service improvement, quality review or evaluation activity • Understanding of how engagement activity supports personal development and quality improvement
Safeguarding, Professionalism and Boundaries	• Strong commitment to safeguarding and promoting learner welfare • Ability to maintain appropriate professional boundaries when working with learners • Resilience and professionalism when managing challenging or emotionally demanding situations
Professional Development	• Commitment to ongoing professional learning and reflective practice, including the use of feedback to improve practice

PERSON SPECIFICATION

Education/Qualifications			
<i>Essential:</i>	S/L	I	A
• At least a Level 3 or equivalent	X		
• GCSE Maths and English (Grade A*–C / 9–4 or equivalent)	X		
• Relevant experience, training or qualification in youth work, learner engagement, enrichment, coaching or student support	X		
Experience and Technical Skills			
<i>Essential:</i>	S/L	I	A
• Experience of working effectively with young people both individually and in groups • Experience of planning, delivering and reviewing learner engagement, enrichment activities, events or campaigns on a large scale (cross college) • Experience of coordinating activities involving multiple stakeholders • Strong IT skills to support coordination, communication and tracking • Ability to use learner feedback and participation data to evaluate impact and inform improvement		X	
<i>Desirable:</i>			
• Experience within further education, education, youth work, community engagement or similar settings • Understanding of learner voice, personal development and student representation		X	
Core Behaviours and Ways of Working			
<i>Essential:</i>	S/L	I	A
• Excellent organisational and time management skills • Strong written and verbal communication skills • Ability to build positive relationships with learners, staff and external partners • Creative and proactive approach to engaging learners • Ability to work independently and collaboratively across teams • Commitment to inclusion, equality and positive learner experiences • Resilient and solution-focused with the ability to manage competing priorities • Ability to use feedback and evidence to improve practice		X	
Safeguarding & Other Requirements			
<i>Essential:</i>	S/L	I	A
• Strong commitment to safeguarding and maintaining professional boundaries		X	
• Clean enhanced DBS clearance.		X	
• Able to travel between college sites timely		X	

S/L = Short Listing I= Interview A=Assessment