

Careers Network / Student Services

We particularly welcome applications from candidates of Black and Asian heritage as they are underrepresented at Loughborough University within this occupational group.

Student Success Projects Officer

About the Student Success Academy

Loughborough University is highly regarded for the quality of careers, employability and enterprise support provided to students and graduates. Based within Student Services, the University's Careers Network (CN) provides a wide range of advice, guidance and support services and events and activities for students, graduates and other stakeholders including a wide range of employer partners.

Student Services encompasses a wide range of the support and skills development opportunities available for students and graduates at Loughborough. This includes Careers Advice, Student and Graduate Enterprise, Student Success Academy, Wellbeing Support, Student Advice and Guidance, Academic Language Support, the Wardens Service and Security. In total, the department employs around 180 staff. Student Services and the Careers Network are at the heart of enabling the University's strategic ambition to provide all students with a life-shaping student experience and the support required to maximise their graduate outcomes.

The Student Success Academy provides a pathway of wrap-around support for students at all stages of the university lifecycle, helping them to develop the right skills at the right time for them to achieve their full potential. As a Projects Officer, you will work primarily with the Academic Success Coaching team to support their ongoing work to develop key academic skills for success and to address barriers to achievement. At times, you may draw upon your own lived experience as a student who has recently graduated from Loughborough University to provide effective information, advice, and guidance to students while developing your own skills and knowledge of coaching in Higher Education.

We are seeking to recruit a Loughborough University student graduating in 2023, or a recent graduate (2022), to work in our team at this time of exciting development and growth.

Job Purpose

To provide innovative and creative project support to the Student Success team (Academic Success Coaching and Diversity and Inclusion), significantly contributing to their ongoing work with students in groups and 1:1 to enhanced Access and Participation Plan (APP) targets, the student experience, and positive graduate outcomes.

Job Description

- To support the delivery of a creative, flexible, and streamlined programme of coaching for all students 1:1 and in group settings, designed to maximise academic performance and delivering a positive impact on graduate outcomes, the student experience and APP targets.
- To take an innovative and creative approach to supported allocated projects, aligned to current strategic priorities.
- To support, deliver and market an innovative programme of support for students identified as in need of coaching to include workshops and training opportunities.
- To collaborate with the established Diversity and Inclusion (D&I) team to support operational success of our Future Talent programmes alongside Academic Success Coaching, including ongoing work to support students to progress to placement and to balance the demands of applying for work experience alongside succeeding in their academic studies.



- To support the planning and delivery of effective information, advice, and guidance to a cohort of allocated students, adopting a creative and non-directive approach, and undertaking regular and consistent research into student expectation and needs regarding academic skills, employability, and personal development.
- To work closely with and support colleagues in the D&I and Work and Opportunities teams to deliver an effective finalist and micro-internship scheme, expanding on the Careers Network's established Talent Match service to have a positive impact on students traditionally underrepresented in HE.
- To support marketing and communication with students, creating a strong and active Student Success Academy community to generate positive buy in and engagement in all programmes.
- To collaborate with colleagues in the wider Careers Network team to develop innovative resources, events and interventions designed to enhance the outcomes of students and graduates in line with APP targets.
- To support relevant stakeholders to help embed equity, diversity, and inclusion across the Student Success team and specific services to students.
- To undertake any other duties or tasks commensurate with the nature and grade of the post when required by the designated line manager or senior management.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Some out of hours work (evening and weekends) may be required.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to Academic Success Coordinator



Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage	
Experience	Experience of working within a projects-based environment with a strong outcome focus.	1,3	
	Experience in the design and delivery of effective and innovative workshops and training, both face-to-face and online.	1,2, 3	
	Experience of working with a wide range of internal and external stakeholders.	1,3	
	Experience of providing information and advice to students and / or clients, one to one or in groups.	1,3	
Skills and Abilities	Good level of interpersonal, communication, negotiating and team-working skills.	1,2,3	
	Ability to work with autonomy and as an active team member to prioritise objectives and meet deadlines.	1,3	
	A passion to support students from backgrounds underrepresented in higher education towards achieving their personal and career goals.	1,3	
	Ability to provide tailored and effective advice and support to students.	1,3	
	Ability to develop and deliver high quality and innovative training and workshops to both small and large groups.	1,3	
	Resilient character with a focus on continuous improvement and the ability to accept and deliver appropriate challenge from colleagues and senior managers.	1,2,3	
	Ability to adapt quickly to strategic changes / challenges and encourage others to do so too.	1,3	
	Ability to work collaboratively with internal and external stakeholders and develop strong relationships.	1,3	
	Ability to think creatively in finding solutions to challenging problems.	1,2,3	
	An understanding of the needs of students (current and future) and the challenges posed in meeting these needs.	1,2,3	
	Qualifications and Training	Good educational background, educated to degree level. <i>We are seeking to recruit a Loughborough University student graduating in 2023, or a recent graduate (2022).</i>	1
		Committed to the development of self and others and a willingness to actively participate in a programme of continued professional development.	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a HE setting.	1,3
	Experience of working in placements or other work experience opportunities.	1
	Experience of providing 1:1 information, advice, or guidance to students and / or peers.	1,3
Qualifications	A postgraduate-level qualification either to masters or PhD level.	1

Conditions of Service

The position is full time and fixed term for 12 months. Salary will be on Administrative Services Grade 5 £27,396 to £32,411 per annum, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Grades 1-5 staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family- friendly policies which are available at [here](#).

The University offers a wide range of employee benefits which can be found [here](#).

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: [http://www.lboro.ac.uk/services/hr/a-z/childcare- information---page.html](http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html))

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>