

## Success and Outcomes Coordinator Access and Participation Plan (APP)

REQ250464

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

### About Student Services

Loughborough University is highly regarded for the quality of careers, employability and enterprise support provided to students and graduates. Our Careers Network (CN) sits with the Students Services department and 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 support and skills development opportunities available for students and graduates at Loughborough. This includes Careers Advice, Student and Graduate Enterprise, Wellbeing Support, Student Advice and Guidance, Student Life, the Wardens Service and Security. In total, the department employs around 180 staff. Student Services and the Careers Network is 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.

### Job Description

**Job Grade: MA6**

### Job Purpose

To provide specialist and tailored coordination for a portfolio of Success and Outcomes strategic and operational projects (e.g., Access and Participation Plan interventions), including support for APP-eligible students to succeed academically, personally and professionally significantly contributing to enhance student experience, positive graduate outcomes and APP targets.

### Job Duties

- To coordinate, develop and deliver a creative, flexible and streamlined programme of success and progression support through the Student Success Academy for students designed to maximise academic performance, careers and personal success, to positively impact on graduate outcomes, the student experience and APP targets.
- To take an innovative and creative approach to the coordination of allocated Success and Outcomes projects, aligned to the team's current APP priorities. To lead on key operational aspects of the Success and Outcomes strategy (APP) as defined by the Success and Outcomes Manager and Head of Student Futures.
- To provide operational management and coordination for a small team of Success and Outcomes Projects Officer(s) ensuring the success of the Student Success Academy offer and APP interventions, including day-to-day line management and monitoring of KPIs and targets.
- To provide professional and effective information, advice and support to a cohort of allocated APP eligible students, adopting a creative, innovative and non-directive coaching approach. Building trust, supporting students in finding their own solutions and increasing their confidence and resilience.
- To coordinate the Success and Outcomes Team's approach to identifying at risk groups of APP eligible students who would benefit most from the team's interventions through the Student Success Academy and to work closely with colleagues across the team, in Schools, and in Student Services to assess and process referrals, in line with the new APP.

- To coordinate regular and consistent research into student expectations and needs, including researching key themes identified in the intervention strategies of Loughborough's Access and Participation Plan and coordinating the development of resources by Officers and Coaches, such as on-demand content, group workshops and training events to benefit APP-eligible students.
- To continue to work with relevant stakeholders to embed equity, diversity and inclusion across Careers Network and in these specific services to students.
- To support the Success and Outcomes Manager and colleagues in Philanthropy to compile timely and detailed updates, presentations, and reports on the impact of your work and progress against KPIs and objectives.
- To co-lead on evaluation activity for the team, coordinating accurate and regular monitoring of activity relating to Access and Participation (APP), student success and progression to track student/graduate participation in Student Success Academy and destination information for Loughborough graduates.
- To coordinate creative and innovative marketing activity to promote the benefits of Success and Progression activities to current and eligible students through new and existing channels (e.g., social media, webpages, internal comms, academic schools) helping to raise the profile of the Student Success Academy, Personal Best and APP.
- To be a passionate ambassador for Careers Network and the Student Success Academy, inclusive of success, progression and outcomes work, including maintaining excellent relationships with internal colleagues and external stakeholders as appropriate.
- 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. This includes participating in the delivery of drop-in Careers Hubs and Advice appointments as and when deemed appropriate.

### **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.

Loughborough University operates a [Dynamic Working](#) policy. Please find the [key principles we work to](#) here. As a student-facing service, Careers Network expects all colleagues to adhere to these as part of their role. While some remote working will be supported (e.g., out of term time / during non-peak periods in particular), it is expected that the majority of your time (e.g., a minimum of 3 days during term-time) will be spent on campus to ensure we successfully meet operational needs, support the team's effectiveness and create and sustain a positive team culture.

Some out of hours work (evening and weekends) may be required but reasonable notice will be provided where this applies.

### **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 Equity & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equity & Diversity legislation and University policies/procedures.

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

### **Organisational Responsibility**

Reports to the Success and Outcomes Manager

## 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 coaching or the provision of advice and guidance to students traditionally underrepresented in Higher Education.	1,3
	Experience in the design and delivery of effective training programmes, face-to-face or online.	1,3
	Experience of customer or relationship management with key stakeholders.	1,3
	Experience of line managing a team or managing direct line reports including all relevant HR processes.	1,3
	Experience of supporting client groups, ideally within higher education.	1,3
Skills and abilities	Strong levels of interpersonal, communication and team-work skills.	1,2,3
	Ability to work with autonomy and as an active team member to prioritise objectives and meet deadlines.	1,3
	Ability to provide tailored and effective 1:1 coaching and/or support to students traditionally underrepresented in HE.	1,3
	Ability to develop and deliver high quality and innovative training and workshops to both small and large groups.	1,3
	Resilient and pragmatic character with a focus on continuous improvement and the ability to accept and deliver appropriate challenge from colleagues and managers.	1,2,3
	Ability to adapt quickly and innovatively to operational 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 adopt a flexible, creative and solution focused approach to challenging problems and programme design.	1,2,3
	A detailed understanding of the needs of students (current and future) and the challenges posed in meeting these needs.	1,2,3
Training	Commitment to the development of self and others and a willingness to actively participate in a programme of continuing professional development.	1,3
Qualifications	Strong educational background, educated to degree level or equivalent.	1
	Achieved/currently completing a coaching qualification or substantial equivalent experience in supporting students traditionally underrepresented in HE.	1

### Desirable Criteria

Area	Criteria	Stage
Experience	Experience of providing support / working in a Student Services setting.	1,3
	Experience of working to EDI/APP targets and objectives.	1, 2, 3
Qualifications	A postgraduate-level qualification in a coaching/support-related and / or management and leadership.	1

### Conditions of Service

The position is full-time and open-ended. Salary will be on Management and Specialist Grade 6 £35,116 to £45,413 per annum, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's Terms and Conditions of Employment for grade 6 and above 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 can be found [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>)

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/>