

Student Success Coordinator

Department:	Student Success
Grade/ Salary:	Grade 5
Contract Type:	Permanent
Hours:	35 per week
Location:	New Cross, London

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

As a college we are working to tackle inequality in all its forms and are working to promote equality on grounds of race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibilities. We are keen to attract candidates from diverse backgrounds who share our commitment to creating an inclusive culture in which all students and staff can thrive.

Information for candidates with disabilities can be found on our [Disability & Individual needs](#) page. We are happy to supply information in alternative formats for disabled applicants. Please contact hr@gold.ac.uk to make your request.



Passionate about advancing equality
and celebrating diversity.
Together, we are different



Student Experience Directorate

The student experience is at the centre of everything we do here at Goldsmiths. Whether it be through our research inspired teaching, an ever innovative curriculum or vibrant extracurricular and support offering, we have an unshakeable commitment to improving the experience of our diverse population.

The Student Experience Directorate is the part of Goldsmiths Professional Services that leads on the development and provision of outstanding student facing services. The Directorate is responsible for ensuring that every student at Goldsmiths has an excellent student experience and provides services across the student and academic lifecycle from application to graduation and covering everything from well being services to ensuring new programmes are set up correctly.

The Directorate is at the centre of a transformation programme as we seek to make services which underpin our student experience more efficient and effective. Over the next year, we will reconfigure the ways we work; reducing silos, making better use of systems and improving compliance with regulations, policies and processes.

Student Success

The Student Success team is a new team bringing together services which focus on access, participation and degree outcomes across our diverse student population. The team comprises the following sub teams:

Widening Participation
Open Book
Student Journeys
Student Outcomes

Job description

Reporting to: Student Outcomes Manager/Student Journeys Manager

Reports: N/A

Summary:

The team will work together to deliver an engaging programme of events across the student lifecycle, provide innovative engagement opportunities which bring student

voice to the fore, manages the College's approach to student communications and ensures the rigorous cycle of quality assurance processes are complied with across the College. The team's work will be informed and underpinned by a strong focus on supporting student outcomes. The role holder will focus on supporting specific areas of the team's work which may include coordinating events, developing communications, using evidence to evaluate the provision and to enhance the student experience. The role also involves liaising with students and academic staff, working with external examiners, servicing committees, and checking compliance. The role holder will need to demonstrate good use of initiative and be able to interpret, communicate and work with complex information. This is a busy and varied role which requires the post holder to communicate persuasively to ensure cooperation and compliance with key requirements across the academic year. The post holder must be able to work to tight deadlines and to learn new systems and procedures rapidly.

Main duties:

- To work as a part of a team on a range activities across Student Success to support student communications, the student journey and student outcomes.
- To assist with preparation and delivery of events and activities across the student lifecycle, including supporting preparation of information for relevant communication channels.
- To support recruitment and briefing of students involved in specific engagement activities.
- To support activities to ensure student voice is at the fore of the way we work across the College.
- To provide administrative support for the External Examiners cycle (ensuring reports are received, recommendations communicated and payments made)
- To support committee servicing, writing coherent, concise and clear minutes and recording action points.
- You will be required to undertake any other duties as may reasonably be required
- Ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy

Person Specification

Detailed below are the types of qualifications, experience, skills, and knowledge which are required of the post holder. Selection will be made upon evidence of best fit with these criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application, you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

ID 012	Essential Criteria 1 - Qualifications
	First degree or equivalent experience
	Essential Criteria 2 - Experience
	Experience of working within higher education
	Experience of administration within an academic service
	Desirable Criteria 1 - Experience
	Experience of minute taking
	Experience of events administration
	Experience of working directly with a range of diverse learners
	Essential Criteria 3 – Knowledge
	A broad understanding of issues within contemporary Higher Education, key quality indicators and sources of students' opinions/feedback.
	Essential Criteria 4 - Skills
	Excellent communication skills and ability to draft accurate correspondence which concisely conveys complex information.
	Ability to manage stakeholder relationships persuasively in a professional and assured manner
	Excellent organisation skills with the ability to plan activities with minimal direction.
	Excellent organisation skills with the ability to plan over an academic cycle.

	Attention to detail
	Collaborative and relationship-oriented approach to teamwork
	Good IT skills across Microsoft Office suite and a willingness to learn new packages as required
	Essential Criteria 5 - Other
	Experience of proactively advancing equality for diverse student and / or staff communities (for example, people of colour, disabled people, people of diverse faith backgrounds, LGBTQ+ people and other marginalised groups).

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked before the first day of appointment.

For more information about the role, please contact Tobin Webb, T.Webb@gold.ac.uk

June 2022

Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with comprehensive and innovative staff development and wellbeing programmes.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme, dependent upon grade
- Maternity, paternity, shared parental leave and adoption leave and pay
- Contractual sick pay provision
- Access to an Employee Assistance Programme, offering 24/7/365 confidential and free advice, support, and information service on a range of personal, family, or work-related matters.
- Free eye tests
- Cycle to work scheme
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#)
- Access to University of London facilities such as [Senate House Library](#)

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about

Thank you for your interest in working with us, we wish you all the best with your application.