

Student Success Officer

Department:	Student Success
Grade/ Salary:	Grade 4
Contract Type:	Permanent
Hours:	35 per week (Full time)
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

Global Opportunities

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 may focus on supporting specific areas of the teams work which may include supporting events delivery, sending communications, administration of module evaluation activities, administration of external examiners processes, preparing agendas and writing minutes, checking compliance against agreed procedures and processes. The role holder will need to demonstrate good understanding of the overall aims of the team and apply agreed processes and procedures. This is a busy and varied role which requires the post holder to communicate with a variety of stakeholders. The role holder must be able to work to tight deadlines on and to learn new systems and procedures rapidly

Main duties:

- To work under supervision and as a part of a team on a range of activities across Student Success to support the administration of student communications, student journeys and student outcomes.
- To assist with preparation and delivery of events and activities across the student lifecycle.
- To support the coordination of students involved in engagement activities.
- To provide administrative support for student surveys and module evaluations.
- To provide administrative support for the External Examiners cycle (ensuring reports are received and circulated, and that payments are made by the relevant team).
- To prepare agendas for meetings and write coherent, concise and clear minutes and recording action points.
- To work flexibly across to provide support across the team at different times in the student and academic lifecycle.
- 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 short-listed for interview.

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

ID 013	Essential Criteria 1 - Qualifications
	First degree or equivalent experience
	Essential Criteria 2 - Experience
	Experience of working within higher education
	Experience of administration as part of a busy team
	Desirable Criteria 1 - Experience
	Experience of minute taking
	Experience of events administration
	Experience of working directly with a range of diverse learners
	Desirable Criteria 2 - Knowledge
	An understanding of issues within contemporary Higher Education, key quality indicators and sources of students' opinions
	Essential Criteria 3 - Skills
	Good communication skills and ability to draft accurate correspondence which concisely conveys complex information.
	Ability to work within defined procedures and processes.

	Excellent organisation skills with the ability to plan activities with support.
	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 4 - 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 Louisa Green, L.Green@gold.ac.uk

May 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.