

**QA**

**JOB  
DESCRIPTION**



## 1. JOB SPECIFICS

<b>Job Title:</b>	Student Relations Officer
<b>Reports to:</b>	Head of Student Welfare and Compliance
<b>Location:</b>	London (but covering Birmingham and Manchester)
<b>Department:</b>	Student Welfare and Compliance

## 2. ABOUT THE ROLE

<b>What you'll be doing?</b>	<p>You will play a key role in delivering an outstanding student experience with a key responsibility to look after the general experience of QAHE students through a range of activities including:</p> <ul style="list-style-type: none"> <li>○ Facilitating, supporting and encouraging student engagement in social activities and events.</li> <li>○ Facilitating the Student Activities Association working closely with volunteer student representatives to ensure best practice in all areas of the student-led provision</li> </ul>
<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>○ Oversee the Student Activities Association (SAA), working closely with student volunteers to ensure best practice in all areas of the student-led provision.</li> <li>○ Encourage and positively promote student engagement in student-led activities and events providing training and support to equip student event organisers and volunteers with the skills to run successful activities.</li> <li>○ Be responsible for proposing and organising a termly calendar of events that are fully inclusive, suitable for our diverse student community of students and within budget</li> <li>○ Maintain an awareness of low-cost or free events, activities and social opportunities for students in the London, Birmingham and Manchester areas, raising awareness and promoting accordingly.</li> <li>○ Develop and maintain effective communication with students using print, web and social media to publicise and promote events, compile /edit student newsletters or provide student feedback as directed by the Head Welfare.</li> <li>○ Foster links with local businesses and facilities to source discounts and special offers for students.</li> </ul>

	<ul style="list-style-type: none"> <li>○ Seek, develop and build collaborative activities with other London, Birmingham and Manchester university centres, to provide a broader range of social events and networking opportunities for students.</li> <li>○ Promote the sale of student university merchandise and liaise with the finance department to organise payment and stock control.</li> <li>○ Organise student orientation week events, such as Freshers' day, working with the Course Directors to timetable agreed activities.</li> <li>○ Planning and attending external events/trips with students; undertaking risk assessment prior to event/trip. This events often occur outside of normal working hours.</li> <li>○ Provide help and cover to the Student Welfare team as necessary.</li> <li>○ Liaise closely with colleagues at other QAHE campus to support delivery of local events and initiatives.</li> <li>○ Be responsible for the line management of and the recruitment of Student Ambassadors. Make sure that Student Ambassadors are available to relevant departments during peak times ie. Enrolment.</li> <li>○ Any additional duties that your line manager sees fit.</li> </ul>
<b>KPIs &amp; SLAs</b>	<p><b>Team Performance –</b></p> <ul style="list-style-type: none"> <li>● Meeting 90% of internal student feedback KPI's in student questionnaire</li> <li>● Meeting national satisfaction survey ration for student experience outside of the classroom.</li> </ul> <p>Established sporting and extracurricular partnerships with local Universities</p>
<b>Key Working Relationships</b>	<p>Head of Student Services, Associate Deans, Course Directors          Module Convenors, Head of Operations, Heads of Year          Head of Registry, Finance team</p>

### 3. ABOUT YOU

<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>○ High level of verbal communication skills including the ability to plan and deliver</li> </ul>
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	<p>workshops and induction talks to groups of students (E)</p> <ul style="list-style-type: none"> <li>○ Excellent written communication skills including the ability to write clear reports, develop student focused newsletters, update and review policy and procedure (E)</li> <li>○ Basic understanding of the complexities of working with international tier 4 visa students (D)</li> <li>○ Well organised and methodical – for example the ability to plan and co-ordinate activities and events to compliment a complex teaching schedule (E)</li> <li>○ Good IT skills including office applications – such as power-point (Practical experience of using social media such as Facebook and twitter to communicate with interest groups (D)</li> </ul>
<b>Your Experience</b>	<ul style="list-style-type: none"> <li>○ Qualified to degree level or equivalent (D)</li> <li>○ Practical experience of planning and delivering events (E)</li> <li>○ Experience of working in a student focused environment, preferably in further or higher education (D)</li> <li>○ Practical experience of working with international students and understanding of cultural diversity (D)</li> <li>○ Understanding of safeguarding and child protection policies in an HE environment (D)</li> </ul>
<b>Your Knowledge</b>	<ul style="list-style-type: none"> <li>○ Knowledge of current DSA guidelines and provision</li> <li>○ Knowledge of Child Protection, Adult at Risk and Prevent legislation.</li> </ul>
<b>Your Qualifications</b>	<ul style="list-style-type: none"> <li>○ Degree level qualification desirable but not essential.</li> </ul>
<b>What you'll bring to QA</b>	<ul style="list-style-type: none"> <li>○ Willing to be involved in all Welfare, Compliance, Student Relations and Operations services activities</li> <li>○ Ability to travel to and from sites in London potentially multiple times a day</li> <li>○ Primarily London based with frequent travel to the Birmingham and Manchester campus.</li> <li>○ Weekend and evening working as required on a flexible hours/pay agreement</li> </ul>

## 4. ABOUT QA

### About us

We shape the next generation of technologists, leaders and innovators.

By powering potential – the potential of over a quarter of a million learners a year. We empower them to push boundaries and thrive in the workplace.

#### **Why we do learning**

For over 30 years, we've worked in technology – where the impact of great learning is changing the world.

A bold statement, but hear us out. We are right at the centre of a technological revolution. Devices are not just connecting people, cities and countries – they are connecting to each other, collecting data and using it to learn and make themselves better. Soon we will have cars that can drive themselves, fridges that make sure we never run out of milk and computers that can learn from their own mistakes.

Driving this revolution? People.

And this is where we come in.

People advancing their knowledge in technology – to enrich society – build a new culture – better how we live our lives, and how we work together.

People are learning to use technology to drive phenomenal change. This is our passion – powering their potential.

### We promise to be

#### **Bold**

- Ambition is great. We set ambitious targets – holding ourselves and others to ever-higher standards.
- We contribute (insightfully) to the debate inside and outside QA.
- We move. Quickly. We respond to your needs – fast.

#### **Collaborative**

- We spend time getting to know you – our learners and our customers – to earn your trust.
- We connect a solution to your problem – we have tonnes of different services to help you.
- We're the positive person who actively gets stuck in to solving problems.

#### **Progressive**

- We embrace change – and support it.
- We challenge ourselves to use the latest technologies and methods – no matter how out there.
- We're curious – about what you do, about what the person next to you does, about our customers and our learners.

<p><b>What's on offer?</b></p>	<p>Learning is not just a service we provide, it's a way of life at QA, and we try to ensure that everyone has the opportunity to take advantage of our huge and varied range of learning and development options, so everyone is eligible for 3 <b>Training Days</b> every year, to focus on subjects they're interested in.</p> <p>We also know that many people like to "give back" and so we offer 2 paid <b>Charity Days</b> each year to support your chosen charity in whatever way you choose. And if you get involved in charity fundraising, QA will also double any sponsorship money raised, up to £250. This is over and above the charitable activities that we encourage through our annual QA fundraising drives – you can get involved with this as much or as little as you like. We see it as a great way to foster team building too.</p> <p>We all need to take time out to recharge our batteries from time to time and enjoy some down time, so we provide a fairly generous <b>25 days' holiday</b> per annum (rising to 28 days after 5 years) – with the option to buy more if you wish.</p> <p>It's important, too, to plan for the future and ensure we are able to maintain the lifestyle we have worked so hard to achieve, once we retire from the hurly burly and slow down to enjoy our later years, so we offer a defined contribution <b>pension</b> plan and will match your contributions up to a maximum of 4% of your basic salary.</p> <p>Then there are two of our core benefit offerings, not the most exciting, but we consider it important to ensure everyone has the peace of mind provided by <b>Life Assurance</b> (4x your basic salary) and <b>Permanent Health Insurance</b> (after a qualifying period) in the event that ill health, or worse, disrupts our plans.</p> <p>And finally, a few fringe benefits to assist with travel and lifestyle choices:</p> <ul style="list-style-type: none"> <li>○ Season ticket loan</li> <li>○ Corporate gym membership</li> <li>○ Cycle to work scheme</li> </ul>
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