



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Student Success Officer, Student Education Service



Salary: Grade 5 (£22,659-£26,243 p.a.)

Reference: SESAR1202

Fixed term for 2 years due to funding

We will consider flexible working arrangements

Student Success Officer Student Education Service

**Do you want to play a key role in supporting the success of students at Leeds?
Do you have attention to detail and experience of analysing quantitative data to understand trends?**

This role is intended to maximise student success amongst students from a wide range of backgrounds – particularly amongst students at risk of non-continuation and lower than expected degree attainment.

The Student Success Officer will identify students using learner analytics and other tools. They will liaise with key stakeholders to help achieve the best possible outcomes.

This work will involve provision of activities, from induction onwards but also liaison with academic and professional staff within the faculty and more widely, to help ensure that University staff, activities and processes are supportive of groups at risk including those from widening participation backgrounds.

You will also be expected to robustly evaluate and report on the impact of support delivered to understand the impact of the work and to ensure that it is appropriately targeted and delivered.

In addition, you will provide information and advice to students, signposting existing support mechanisms as appropriate. This post will be one of a number across the institution and will be part of a formal network of support officers.

What does the role entail?

As a Student Success Officer, your main duties will include:

- Analysis of data from Blackboard Analytics, as well as liaison with key services, to identify students at risk of non-continuation. To track and support these students throughout their programmes; devising and/or delivering activities /messaging to individuals or groups of students who may benefit;
- Maintaining an overview of local and institutional student support initiatives to identify best practice and prevent duplication of effort;



- Planning, delivering and evaluating interventions that support the success of underrepresented and WP students and which complement existing activity;
- Working closely with faculty and school staff, supporting the development and delivery of new and existing faculty projects/initiatives. This could include development of new/refined processes as a result of a deeper understanding of trends in activity amongst sub-groups;
- Collecting data and develop reports relating to the impact of activity reporting outcomes to the School/Faculty and to Educational Engagement as required;
- Contributing to the evaluation and development of the University's student support activities and to help the University to meet its OfS targets as outlined in the Access and Participation Plan and the Teaching Excellence Framework;
- Liaising with academic and professional staff within faculties regarding the delivery of student success and progression activities on campus;
- Regularly attending student support officer network with staff from across the Student Education Service;
- Maintaining a knowledge base of sector issues/best practice regarding Widening participation and underrepresented groups.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

What will you bring to the role?

As a Student Success Officer, you will have:

- Experience of working with students from a wide range of backgrounds;
- Flexibility and ability to adapt to changing circumstances;
- Excellent interpersonal, networking and communication skills with the ability to interact with undergraduate students, academics and professional staff;
- Experience of analysing quantitative data to understand trends;
- Excellent organisational skills;
- Excellent IT skills including database management and manipulation of datasets, e.g. using MS Access and/or MS Excel;
- Experience of evaluating the impact of a project or piece of work;
- Proactive and motivated work ethic, with an ability to meet targets and deadlines in a fast-moving environment;
- The ability to work as part of a team and on one's own initiative;



- Attention to detail and proof-reading skills;

You may also have:

- Experience of data analytics;
- An understanding of the challenges faced by WP students and students from underrepresented groups at university;
- Experience in a Higher Education Institution;
- Experience of working in a customer-facing environment;
- Experienced in the use of web-based resources and social media.

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information. Applications should be submitted by 23.59 (UK time) on the advertised closing date.

Contact information

To explore the post further or for any queries you may have, please contact:

Sarah Hearfield, Cross Institutional Student Success PM

Tel: +44 (0)113 34 31646

Email: S.L.Hearfield@adm.leeds.ac.uk

Additional information

Working at Leeds

Find out more about the benefits of working at the University and what it's like to live and work in the Leeds area on our [Working at Leeds](#) information page.

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found in our [Accessibility](#) information page or by getting in touch with us at disclosure@leeds.ac.uk.



Criminal Record Information

Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position, however, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information.

