



David Game College

RETENTION & SUCCESS OFFICER

JOB DESCRIPTION & PERSON SPECIFICATION

JOB DESCRIPTION

<u>TITLE:</u>	RETENTION & SUCCESS OFFICER
<u>REPORTS TO:</u>	Head of Academic Development and Delivery
<u>OTHER KEY RELATIONSHIPS:</u>	Registrar, Head of Student Experience & Wellbeing, Head of Academic Administration, Head of Admissions

Job Purpose:

To improve success rates for students and target support programmes through developing, implementing and evaluating evidence based activities based on an analysis of existing data.

Working with the Head of Academic Development and Delivery, the post holder will work with individual students and student groups at particular risk of leaving or under achieving to ensure they receive effective support.

Role

The role involves:

- The administration and investigation of academic appeals, student complaints and misconduct-related casework at an institutional level, ensuring a high quality professional service for students and staff
- Regularly review individual student activity (at least weekly) via the data on relevant systems
- Identify students at risk of disengagement as indicated by a reduction in activity levels.
- In liaison with Personal Tutors, follow up students where activity levels have decreased according to a triage system using email and then telephone enquiry as appropriate.
- Determine, via the follow up with Personal Tutors, if the student requires additional support and, where appropriate, refer to the Personal Tutor and/or relevant student services for that support

- Work with departments to develop measurable plans and initiatives to improve student retention and success, and ensure regular monitoring of performance against set learning plans.
- Support a uniform and consistent approach to programme withdrawal, interruption and progression.
- Collate and co-ordinate college wide initiatives to increase student success.
- Work with the key staff to showcase retention and student success initiatives that have real impact.
- Assist academic teams with the organisation of additional academic support

Other:

- To ensure that the department keeps thorough, accurate, confidential and up-to-date student case notes and statistics in line with student service procedures
- To be familiar with all the College's academic and other rules and regulations.
- To undertake regular training and continuing professional development and to participate in external networks to identify good practice for application within the College
- To maintain confidentiality of personal information at all times.
- To act with professionalism and integrity at all times in the discharge of duties for and on behalf of the College.
- To show commitment to the College's Equality and Diversity policies and to support the implementation of the College's policies.
- To act as a point of contact for students in response to mitigating circumstances which may affect students continuing with their studies.

General:

The above duties are subject to change at the discretion of the College and shall include other reasonable responsibilities as the College may from time-to-time assign. Normal working hours are Monday to Friday 9am-6pm.

Ideal candidate

We are looking for an individual who can show commitment to improving the experience and success of students and who has excellent attention to detail and communication skills. You must have experience of applying complex regulations to specific situations and be able to manage a heavy workload in compliance with recognised standards. You must have an excellent standard of written English and the ability to provide rapid write ups of decisions that are clearly reasoned, evidence-based and can stand up to scrutiny by external bodies. You must be compassionate and understanding with a genuine interest in improving the experience and success of others.

PERSON SPECIFICATION

Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Proven high quality administrative experience. • Working in a busy office environment. • Working under pressure. • Analysing and interpreting data. <p>Skills</p> <ul style="list-style-type: none"> • Strong working knowledge of Microsoft Office, particularly intermediate Excel • Excellent interpersonal skills • High level of proficiency in English, both written and oral. • Report writing skills. • Ability to communicate effectively at all levels. • Commitment to continuing professional development and desire to develop in the role. • Ability to organise own work and prioritise workload with minimal supervision. • Ability to identify and meet deadlines. • High degree of accuracy and the ability to pay close attention to detail. • Able to work well in a team. • Adaptable to different types of work and workloads. • Calm under pressure. • Tactful, diplomatic and discreet. 	<p>Experience</p> <ul style="list-style-type: none"> • Working in the Higher education sector or similar environment. • Experience of using online central systems and packages. <p>Skills</p> <ul style="list-style-type: none"> • N/A
<p>Qualifications</p> <ul style="list-style-type: none"> • A2-level or BTEC level education or equivalent Level qualification. • A good standard of general education including minimum of A-C grade in GCSE Maths and English or equivalent. <p><i>Or considerable proven relevant experience.</i></p>	<p>Qualifications</p> <ul style="list-style-type: none"> • Bachelors Degree

- Location:** London (EC3)
- Salary:** £24,500 to £27,000 per annum
- Hours:** Full Time (Monday to Friday 9am to 6pm)
- Contract Type:** Permanent

David Game College Higher Education Centre (DGHE)
 32-35 Jewry Street, London EC3N 2ET
 Tel: 020 3220 0347 www.dghe.ac.uk