

JOB DESCRIPTION

JOB TITLE	Student Support and Engagement Officer
DEPARTMENT	Admissions and Student Affairs
TYPE OF CONTRACT	Full-time, Permanent
RESPONSIBLE TO	Head of Admissions & Student Affairs
GRADE AND SALARY	Grade 3 £30,970-£34,857
HOURS OF WORK	35 hours per week; Monday to Friday (9.30am – 5.30pm) plus evening and weekend work as and when necessary
KEY WORKING RELATIONSHIPS	Drama School teaching staff; Student Services Team members; cohort reps; SU presidents; Disability Co-ordinator, Student Wellbeing Manager; AWP team, Library Services team, Drama School Office team, and Admissions.
INTERNAL	
EXTERNAL	GuildHE, OIA, alumni, UKCISA, AMOSSHE
PROBATIONARY PERIOD	Your employment will be subject to a probationary period of 5 months.
BENEFITS	
(1) HOLIDAY ENTITLEMENT	Generous annual leave of 28 days plus Bank holidays (This is inclusive of any days when LAMDA may be closed i.e. towards Christmas closure)
(2) PENSION	After 3 months of continuous service, you will be automatically enrolled into our qualifying workplace pension scheme with AVIVA. LAMDA will make an additional contribution in accordance with auto-enrolment regulations
(3) GP 24	You have access to remote, private GP services 24/7, 365 days a year. GP 24 is supported by highly experienced and knowledgeable doctors
(4) EMPLOYEE ASSISTANCE PROGRAMME (EAP)	EAP is a confidential employee benefit designed to help you deal with personal and professional problems that could be affecting your home life or work life, health and general wellbeing. EAP service provides a

	complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues
(5) CYCLE TO WORK SCHEME	LAMDA offers a salary sacrifice cycle to work scheme
(6) EYE TESTS	Sight test costs are reimbursed to employees who require VDU use
(7) HYBRID WORKING	Hybrid working may be offered for some student facing roles. We expect a norm of 80% of your time in the office and 20% of your time to be worked from Home.
(8) GROUP LIFE ASSURANCE	After 6 months of continuous service you will become eligible for the death-in-service benefit, whereby the nominated beneficiary could receive approximately 4x annual salary payment if death occurs whilst in Service.
(9) SEASON TICKET LOAN	LAMDA offers an interest free loan for the purchase of an annual season ticket

JOB PURPOSE

To support the facilitation of student engagement and student voice across LAMDA, for the purpose of informing LAMDA's support services and academic areas to enable their continued ability to respond and evolve to the changing needs of our students.

Support and continue to develop student engagement channels, mechanisms and activities that enable the facilitation of student voice, feedback and engagement with student experiences at LAMDA. Using these data points to report back to the Head of Admissions and Student Affairs, and by extension LAMDA, the findings and where applicable suggestions and recommendations.

As a member of the Student Affairs function the role will provide direct support to students and work in collaboration with the wider team to provide students with support, advice and guidance on student services matters.

To ensure that the voice of students, individually and collectively via course reps and Student Union presidents, is heard and responded to.

DUTIES AND RESPONSIBILITIES

1. Student Advice & Guidance

- a. To provide advice and guidance to students in relation to finance, accommodation, health and wellbeing services.
- b. To signpost students to other internal colleagues and services, or external specialist help and support where appropriate.
- c. To liaise regularly with the Digital Information Manager to review, maintain, and update Student Hub content, ensuring students have access to accurate, timely, and relevant information to support their academic journey and wellbeing.

2. Student Support

- a. To support students' engagement with student-facing policies and procedures
- b. To maintain and support the development of appropriate mechanisms for securing and responding to feedback from students on their experience

- c. To support the informal and formal resolution of issues arising from student feedback
- d. To assist students and staff drawing up student Learning Agreements, and to work with staff to implement them

3. Financial Support

- a. Work with the Development Manager to administer the scholarship process, including processing applications and preparing documents for the scholarships committee.
- b. Support prospective students and current students with funding applications.
- c. To support senior colleagues involved in funding decisions with accurate data and applicant knowledge

4. Student Union

- a. To provide support and assistance to Student Union Presidents in managing the Student Union
- b. To provide training to new Student Presidents and Student Representatives in the form of an induction to help representatives navigate and operate within the committee structures of LAMDA and LAMDA's Students' Union.
- c. To support the student Chair of the Student-Staff Liaison Committee with preparing for and running committee meetings.
- d. To undertake research and support in developing the Student Union structure as required.

5. Other

- a. To engage in personal professional development
- b. To have due regard for student safeguarding
- c. To have due regard for health and safety at all times
- d. To undertake such duties as required by the Head of Admissions & Student Affairs that are commensurate with the role.

This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change in consultation with line management.

The successful applicant will be required to go through a DBS 'Enhanced Disclosure' check. Expenses will be met by the Academy.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	Undergraduate degree		Certificates
SKILLS/ ABILITIES	Excellent written and oral communication skills MS office and database skills Ability to relate to and work with students and staff at all levels	Ability to manipulate and analyse datasets, e.g. student survey data Ability to speak confidently to groups of staff and students	CV/ Cover Letter/ Interview
KNOWLEDGE	Student engagement mechanisms	Use of VLEs Knowledge of safeguarding practices	CV/ Cover Letter/ Interview
EXPERIENCE	Student engagement initiatives, administering surveys, conducting focus groups etc.	Working in performing arts/ conservatoire environment Committee servicing	CV/ Cover Letter/ Interview
PERSONAL QUALITIES	Empathy with the needs of teachers and students in a vocational performing arts environment Empathy with LAMDA's artistic and educational vision Discretion Self-motivation Flexibility Resilience		CV/ Cover Letter/ Interview

