

**Job Profile**

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| **Job title** | Pastoral and Student Engagement Lead |
| **Division/dept** | University Partnerships |
| **Working hours** | 40 hours per week | **Start date** |  |
| **Reports to** | Academic Student Support Director  | **Location** | Remote/home-based in the UK(with some travel) |
| **Salary** | £45,000 | **Bonus** | - |
| **Job purpose** We are seeking to appoint an enthusiastic and motivated Pastoral and Student Engagement Lead to join our Academic Student Support Team within our University Partnerships division. This team will support international students in across our colleges and a combination of domestic and international students in London campus sites in three main areas: academic skills; employability; pastoral support.The Pastoral and Student Engagement team will provide tutorials for students, signpost to specialist and academic support and monitor the engagement as well as intervene when attendance issues are raised. They will build a strong rapport with students from the induction onwards to produce a welcoming and supportive service that encourages students to have a positive experience and communicate any challenges/issues during study.The Pastoral and Student Engagement Lead will have responsibility for establishing and delivering the pastoral and engagement service across our division and managing the day-to-day operation. This includes: recruiting and managing the team, designing and implementing approaches to achieve high levels of attendance, establishing the attendance response initiative to get students back on-track, developing creative initiatives to keep students engaged and focused on studies, building and maintaining strong relationships with the college teams and university partners as well as central stakeholders, providing data and monitoring effectiveness of the service.The postholder will recruit and manage a team who are spread throughout the UK and based in current / future colleges. This role is remote/home-based with the expectation of travel to the colleges during the year to engage with the college teams and the Pastoral and Student Engagement team.The postholder will have a background in higher education or international education settings, understand the policies and processes involved with managing a pastoral system and be able to work with OIEG and our university partner stakeholders. They will be someone who is organised, dynamic and pragmatic. |

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| **Main duties and responsibilities** |
| **Main Duties*** Develop, lead and co-ordinate the delivery of the pastoral and student engagement service across the University Partnerships division
* Develop suitable policies for the areas of the pastoral and student engagement service with the Academic Student Support Director
* Develop and manage suitable responses for ‘at risk’ students to ensure they are contacted, supported and the Pastoral team engage with the academic and other student support teams to create an action plan that is monitored and seen through to student re-engagement
* Develop and manage the pastoral and student engagement offering for across the University Partnerships division, bringing in best practice from the main campus to ensure compliance where required (e.g. number of tutorials, etc.)
* Design and implement approaches to achieve high levels of attendance across the various sites
* Develop creative initiatives and activities to keep students engaged and focused on studies across the various sites
* Ensure that the team build strong relationships with the students through a wide range of activities from induction and throughout each term, including meet & greets in the mornings
* Build and foster strong relationships with the other teams across the University Partnerships division in order to maintain effectiveness of the pastoral care team to deliver key parts of the service (e.g. the action plans for students)
* Contribute to internal reviews, validation and accreditation processes
* Manage annual and more regular reporting of progression, attendance, etc. as required
* Schedule and staff to ensure the delivery of the pastoral care provision over daytime, evenings and weekend hours
* Contribute to the delivery of the service, providing role model behaviour for the team
* Build a supportive culture based on student-centred approach
* Ensure your knowledge of all areas of the team is constantly updated to know about relevant policies and procedures key to running the successful delivery of the performance coaches and pastoral care
* Attend all key meetings and boards to ensure service levels are operating at best capacity
* Be responsible, in part, for the retention and progression of students across the University Partnerships division
* Provide cover where needed and ensure cover plans are in place across the team
* Contribute to Assessment Boards as required

**Resources*** Encourage the development and use of the VLE and other learning technologies
* Ensure the quality of physical and digital resources are at a high standard
* Manage the development and quality of digital resources to support tutorials, communications, events, workshops and meetings

**Team Management*** Lead, inspire and motivate staff to deliver high quality performance in all areas
* Support and develop teaching staff as appropriate in best pedagogical practice
* Lead the recruitment, induction, and development and performance management of staff, as appropriate
* Train staff within the team to ensure they can deliver an excellent student experience
* Conduct performance observations and provide feedback to promote development and improvement
* Promote a collaborative working environment to maintain and enhance the quality of the service provided
* Participate in the development and delivery of academic policy, priorities and objectives

**Relationship management*** Develop and maintain a strong working relationship with the Academic Student Support Director and other central OIEG stakeholders
* Build strong working relationships with the college teams such as College Managers and Academic Directors
* Ensure a strong relationship with the Academic Student Support Team is developed and maintained
* Build and maintain strong relationships with key university partners

**General*** Where required, deputise for the Academic Student Support Director or one of the other Leads in the team
* Participate in and support any reviews or audits including QAA, UKVI, etc.
* Provide regular reports to the Academic Student Support Director
* Attend meetings and participate boards (such as joint academic boards or the OIEG academic board)
* Any other duties linked to the remit of the role allocated by the Academic Student Support Director
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| **Person specification** |
|  | **Essential** | **Desirable** |
| **Statutory requirements** | * Eligibility to live and work in UK
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| **Qualifications** | * An undergraduate degree
 | * A postgraduate degree
* A qualification in learning support
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| **Experience** **and knowledge** | * Understanding of providing a service across multiple university sites
* Understanding of quality assurance of services with multiple sites and multiple partners
* Experience of management in education settings
* Understanding of student satisfaction and delivering services to meet requirements
* Knowledge of Ms Office applications including Word, PowerPoint, Excel and Teams
 | * Experience of providing support / key interventions for students
* Experience of providing pastoral care to home and international students
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| **Skills and abilities** | * Operations focused and ability to problem solve
* Excellent written and verbal communication skills in English
* Can communicate effectively to a range of audiences
* Exceptional organisational skills
* Ability to work without close supervision and to set own priorities
* Ability to multitask
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| **Personal qualities** | * Empowers team members
* A positive, ‘can-do’ approach to work
* Adopts a collaborative approach to working
* Calm under pressure
* Flexible and adaptable
* Responds positively to new challenges, seeking solutions
* Warm and welcoming personality and a good sense of humour
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This job description is provided as a guide to the role. It is not intended to be an exhaustive description of duties and responsibilities and may be subject to periodic revision.

*OIEG is committed to safeguarding and promoting the welfare of children. The post holder’s responsibilities for safeguarding the welfare of the young students in their care are to adhere to the OIEG Child Protection Policy. All OIEG employees are subject to enhanced DBS check.*