

Job Description and Person Specification
Professional Services Staff
Job title: Student Engagement Officer
Department: Academic Operations
Pay Grade: 1
Line Manager: Student Engagement Team Lead
Role Purpose:

Support the effective implementation of the university's attendance and engagement regulations. Monitor and analyse student attendance data and contact students who are falling behind the expected levels of attendance and engagement, offering support and guidance to help them meet the expected standard of attendance.

Proactively monitor allocated mailboxes responding to student and staff queries about attendance and requests for leave. Authorising student absences if applicable and flagging issues. Ensure all data and sensitive information is handled in line with GDPR.

The role holder will work in close collaboration with student services, registry, casework, visa compliance, timetabling and academic staff to ensure data accuracy and students are supported to reach the required levels of attendance and engagement.

Role Responsibilities:

- Collate attendance and engagement data. Liaise with academics and course leaders to ensure the accuracy of data. Maintain records which are to be stored and shared in line with GDPR regulations.
- Send out attendance warnings to students in a timely manner. Address responses to these warnings by signposting students to support services if necessary.
- Implement the authorised absence process. Assess and decide on students' requests for authorised absence according to Ravensbourne's attendance and engagement policy. Keep records of the evidence provided by students to support their requests in a manner that complies with audit requirements.
- Update SEAtS with confirmed authorised absences. Authorising any other

absences for Work Placements etc. in SEAtS.

- Attend and contribute to meetings with other professional services and academic staff to advise on matters relating to student attendance and engagement.
- Work in close collaboration with the Visa Compliance department to ensure effective implementation of the university's attendance and engagement regulations and UKVI standards. Collating report information on the engagement of visa students when requested to by the UKVI team.
- Ensure attendance and engagement data is accurately captured and act as a stakeholder in continuous improvement to data quality processes. Proactively identify data quality issues and report them to the Timetabling team or IT. Keep a log of reported issues and track them until they are resolved.
- Use the CRM to track the attendance data of current students, exercising a high level of attention to detail on data accuracy. Liaise with the data services and CRM teams to request data uploads and any alterations to the CRM that may be needed. Manage exclusions from attendance communications in Reach and make sure that these exclusions are regularly reviewed.
- Use secondary data analytical tools such as Power BI, for example to produce attendance reports.
- Manage the student attendance mailbox and any other assigned mailboxes and respond to staff and student enquiries in a timely manner. Provide a high-quality customer service, ensuring that all enquiries are addressed effectively.
- Contribute to continuous improvement of processes and working practices, and development of the CRM system.
- Participate in inductions for new student cohorts to inform them of the attendance processes and their responsibilities as students
- Host drop-ins for academic staff to inform them of our attendance policy and procedure; how to use the attendance software and where to report any issues
- Create training materials for staff as required e.g. demonstration videos; written guides to be uploaded to the attendance and engagement intranet page.

- Perform other duties consistent with the role as may from time to time be assigned, collaborating fully with others to get the work done and Ravensbourne's objectives achieved.

Other

- Demonstrate an understanding of Ravensbourne's values, culture and educational ethos and promote these through everyday practice in the role.
- Work within Ravensbourne's Code of Conduct and other Rules.
- Comply with all legislative, regulatory and policy requirements (e.g., Finance, People & Culture) as appropriate.
- Carry out the policies, procedures, and practices of Health & Safety in all aspects of the role.
- Demonstrate value and importance of equality and diversity in every aspect of Ravensbourne's work and show commitment through everyday practice in the role.

Key working relationships:

- Heads of department, course leaders, course teams
- Academic operations colleagues
- Registry; UKVI Compliance; Timetabling
- Students

Resources Managed

Budgets: N/A

Staff: N/A

Other: N/A

Person Specification		
Knowledge and Experience	Essential	Desirable
Education Undergraduate degree or equivalent professional experience	✓	

Professional qualifications/experience Experience of working in a fast-paced, customer-focused data- processing environment Experience of collating and analysing data using excel and business analytical tools Experience of processing, managing and storing data in line with GDPR Experience using IT, including the ability to operate in a Virtual Learning Environment	✓ ✓ ✓ ✓	
Higher Education knowledge Experience of working in higher education Experience of using attendance monitoring systems (e.g.SEATS) Experience of attendance/engagement monitoring within a higher education environment and complying with UKVI requirements	✓ 	 ✓ ✓

Core Personal skills abilities and behaviours	Essential	Desirable
Equality, Diversity & Inclusion Comfortable interacting with students and other stakeholder from a wide range of backgrounds	✓	
Communication Ability to tactfully deal with sensitive situations and handle confidential information Has a strong customer service focus and the ability to manage stakeholder relationships and expectations. Communicates clearly both orally and in writing. Maintains effective relationships openly and honestly, using appropriate communication channels with consideration for the audience, so that the messages (both ways) are understood and able to be acted upon	✓ ✓ ✓	

Organisational Values Maintains, develops and applies comprehensive knowledge of all aspects of the role and keeps that knowledge and its application up to date and relevant Develops and maintains an understanding of how developments in the professional, legal, regulatory and educational contexts impact upon own role specifically, and Ravensbourne more generally Has a continuous improvement mindset and actively makes or suggests improvements to processes and working practises	✓ ✓ ✓	
Team Working Works collaboratively and harmoniously with staff, students and external organisations Is receptive to, and open minded about, change, enabling them to respond positively and creatively to changing circumstances and requirements.	✓ ✓	
Problem Solving and Decision Making Anticipates problems or issues and deals with them creatively and constructively, asking for support if required.	✓	
Technical Skills Understands, uses and presents numerical information clearly and accurately, according to the requirements of the task in hand.	✓	
Equality, Diversity & Inclusion Shows clear commitment in their work to the university's values with regards to equality, diversity, and inclusion, and exemplifies this in all areas of their work.		

This Job Description may be reviewed, and duties amended aligned with Ravensbourne's requirements, any changes will be made in collaboration with the postholder.

Our Values

Connection: We value what happens together and we collaborate to achieve our collective goals.

Dynamism: We embrace every opportunity to adapt and optimise.

Inclusion: We celebrate our diversity, and we embrace difference as a source of strength.

Professionalism: We aim for quality in everything we do and take pride in our work.

