

Student Engagement Officer

Faculty / Department:	Library & Learning Resources (L&LR)	Grade	SO2: Salary range
New appointees to Birmingham City University will ordinarily be appointed at the entry point of the appropriate grade			
Responsible to:	Head of Library Engagement	Responsible for:	N/A

Job Purpose

The post holder will lead and manage student engagement activity in support of L&LR service design, development and quality enhancement. They will be expected to work closely with the student body, developing and maintaining relationships with students as partners and change agents, and engaging with them in their role as library customers. This may include: working with students to develop and test new or enhanced library services; assisting in the recruitment and management of volunteers and work placement students; developing new mechanisms for seeking and analysing feedback on services; planning and running focus groups and gathering (or coordinating the gathering of) ad hoc feedback in libraries and around campus.

As this is a relatively new role, the duties will be evaluated and the role expected to evolve over time, with the postholder having an opportunity to shape its future and development. The nature of the role is extremely student led, and the post holder is expected to be open to the ideas of students whilst managing expectations, helping shape ideas into deliverable projects. It is also expected that not all of the projects or pilots will be successful and the postholder will have a remit to experiment.

The postholder will work with colleagues across L&LR, especially those in student-facing roles and the Digitised Services Co-ordinator

Main Activities and Responsibilities

1. To lead and manage student engagement activity in support of L&LR development and change, developing a sustainable culture within the library of working with students as partners.
2. To create and foster effective partnerships with the student body and others such as the Students' Union, Student Success Advisors, Inclusivity Ambassadors, etc, who will help facilitate these partnerships.
3. In partnership with students, to identify and promote a range of opportunities for students to engage in service enhancement and quality assurance.
4. To develop and maintain new methods of seeking, collating and analysing feedback on services.



5. To contribute to the planning and running of focus groups and surveys.
7. To co-ordinate and initiate work placement projects, volunteering, and other student projects and innovations, leading on management of any student ambassadors
8. To report on the impact of student engagement activity and projects.
9. To help with the promotion and marketing of L&LR and resources using a range of technologies and approaches.

Person Specification

Essential Criteria	Application Form / Support Statement / Interview
1. First degree (or equivalent qualification), with relevant experience that involves working with students in either a library or education environment.	Application Form / Support Statement / Interview
2. Proactive and confident in seeking opportunities to talk to and engage with different user groups.	Application Form / Support Statement / Interview
3. Ability to listen to students' ideas and encourage innovation, without introducing bias, whilst also shaping them into deliverable projects and managing expectations.	Application Form / Support Statement / Interview
4. Demonstrable commitment to engaging with customer feedback and continuously improving services.	Application Form / Support Statement / Interview
5. Ability to enthuse and engage colleagues, collaborating and building relationships effectively with a wide range of people both internal and external to the institution, ensuring the role is visible and embedded.	Application Form / Support Statement / Interview
6. Ability to communicate confidently and clearly with a wide variety of people at all levels both orally and in writing e.g. via written reports, oral or poster presentations, or published articles.	Application Form / Support Statement / Interview
7. Ability to take initiative and work under pressure, managing a number of small projects simultaneously, managing own time and workload, across multiple locations as required.	Application Form / Support Statement / Interview
8. Excellent digital literacy, being able to use word processing, spreadsheet and communication applications, e.g. Microsoft Word, Excel, Outlook, Teams, social media tools, and willing to learn and explore new tools and technologies relevant to the role.	Application Form / Support Statement / Interview
9. The ability and enthusiasm to shape and define the role, including establishing measures of impact.	Application Form / Support Statement / Interview

- Application Form – assessed against the application form. Normally used to evaluate factual evidence e.g. award of a qualification. Will be assessed as part of the shortlisting process.
- Interview – assessed during the interview process by either competency-based interview questions, tests, work-related exercise, presentation and discussion, or teaching session etc.