



Job Description

Student Experience Assistant Manager

Reporting to: Student Experience Manager

Working Hours: 37.5; this is a role which requires flexibility and adaptability and will require occasional evening and weekend work.

Description Date: March 2024

Key Areas of the Role

Purpose:

To uphold the professional integrity of Harlaxton College and provide guidance and support for the Student Experience Office which is comprised of Student Residential Life, Student Events and Activities, Health, Wellbeing, Travel and Transport.

This role is central to the lives of students at Harlaxton, where they both live and study and acts as a main point of contact for students handling a wide variety of issues faced by Study Abroad students, offering advice and support. The position will be required to build strong working relationships with other members of the Harlaxton team including the Housekeeping and Maintenance teams for any student room queries/issues, the Events team to discuss coinciding manor events and the Academic team to monitor students' performance.

Responsibilities:

- Promoting a sense of belonging, and a positive, inclusive, and respectful community to all Harlaxton residents.
- Facilitating, contributing to, promoting, and attending a range of inclusive events.
- Being proactive in identifying and addressing behaviors that do not align with the Harlaxton community guidelines.

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- Establishing positive relationships with all Harlaxton residents by being available, visible, and approachable
- Responding to crisis situations including but not limited to suicide intervention, sexual violence and on or off-site emergencies.
- Assisting students in accessing healthcare services on and off-campus
- Providing students with information and assistance in dealing with personal, academic, concerns, and making appropriate referrals
- Being aware of students who may be experiencing difficulties, including those who are not engaging with others or who are difficult to reach.
- Mediating roommate conflicts.
- Providing a first response to emergency or crisis situations.
- Acting as a Fire Marshal during regular fire drills.
- Communicating all building related concerns and damages to the Maintenance Team swiftly.
- Acting as SEO subject matter expert, assisting with enquiries about college programs, manor rules and regulations, local knowledge, college trips, health and wellbeing resources, student events and activities plus many more topics, and responding in a timely manner whether that be in-person, by email, or via GroupMe.
- Supporting the SEO office with preparations for arrivals and departures
- Preparing arrival packs to ensure all materials are accurate and up to date.
- Upload student and visiting faculty details to STEP before arrival.
- Travelling to London Heathrow airport to greet the incoming students and escort them back to Harlaxton, if required.
- Participate in the planning and delivery of student and faculty orientations ensuring all student arrival information has been received and overseeing all arrival logistics are taken care of room bookings are made, and Function Action Plans are up to date and distributed to relevant teams.
- Preparing for and assisting with the check-out process and supporting the SEO Team for departure night program of activities.
- Acting as a courier for college sponsored day or weekend trips, ensuring the timely departure of the coach, the safety of students on the journey and ensuring that the entrance to the attraction goes smoothly.



- Oversee the SEO and Boutique Work-Study students, from onboarding paperwork to daily workload and hours approval.
- Responsible for handling personal data of students and following both UE and Harlaxton's processes with data use and storage.
- Working with the Student Experience Manager to confidently run the department in their absence.
- Responsibility for the departmental budget and raising any queries with Manager and Finance team.
- Managing team members on a day-to-day basis and ensuring the Manager is updated with any issues/concerns.
- Holding regular one-to-one meetings with team members and a weekly team meeting for updates and open discussion about the department.
- Ensuring that there is sufficient cover within the department for holidays, TOIL and sickness.
- Assisting the Student Experience Manager with weekly, monthly, and quarterly reports.
- Reporting any Title IX concerns immediately, you will be fully trained in Title IX awareness and reporting procedures.
- Covering and ad hoc duties that may arise.
- Other duties as assigned.

Competencies:

- Managing and Leading others
- Manages Self
- Conflict Management Skills - you need to be a people person.
- Good interpersonal skills, with ability to interact effectively at various professional levels and across diverse cultures.
- Ability to provide high quality customer service.
- Demonstrates a flexible approach to working hours including the ability to work weekends and evening.
- Effective decision-making capabilities: a good problem solver and who is able to think on their feet.



- Excellent Communication Skills - both written and verbal with great motivational skills and the ability to adapt messaging to different audiences. Confident when speaking to large groups.
- Operational Excellence: create a culture of excellence within the Team.
- Strategic Thinking (Planning & Forecasting)
- Relationship building and & Networking Skills
- Highly organized and proactive with the ability to prioritize well and work within tight deadlines.

Person Specification:

- 2-3 years' work experience with university aged students and/or student life/support services preferred.
- Bachelor's degree or equivalent work experience.
- First Aid qualification or willingness to undertake training.
- Mental Health First Aid qualification or willingness to undertake training.
- Computer literate; essential knowledge of Microsoft Office Applications (Teams, Word, Excel, PowerPoint, Outlook). Previous experience of using Canva is useful.
- An appreciation and respect for diverse cultures, opinions, and values.
- A strong sense of discretion and confidentiality.
- Ability to multitask
- Strong Customer care skills
- Discern patterns in detail and think through problems for logical solutions
- Remain calm and professional under stress
- Ability to make decisions on the spot
- Ability to be an effective team player who excels when working on own initiative.
- Ability to lead and maintain professional composure when dealing with unusual circumstances
- Ability to manage others in emergency situations
- Ability to always maintain positive attitude



This job description describes the principal purpose and main elements of the job. It is a guide to the nature and duties of the job as they exist currently, but it is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment.

Employee:

Signed:

Date: