

Job Description

Job Title	MBChB Student Engagement and Support Coordinator
Department	Chester Medical School
HRMS Ref No.	3814-26
Role Code	FINADMINOS7
Grade	OS7
Base location	Chester
Reports to	Head of Operational Delivery
Direct reports	Student Engagement and Support Officers x4
Date created	Updated June 2026

Job purpose

- To lead the provision of excellent customer service for front-line student enquiries for the MBChB Course. Manage services including induction activity, referrals to central support services, PAT processes, attendance monitoring, Student Voice, student surveys, careers and employability support, monitoring and tracking interaction with specific groups of students, and effective links with Chester Students' Union.
- To work proactively with the Head of Operational Delivery and the MBChB Professional Services team members to coordinate and promote activity which helps to deliver a high-quality student experience and shape continuous improvement.
- To work proactively with the Head of Operational Delivery, Student Services and other senior managers to implement, improve and develop processes, and deliver projects to enhance the student experience within the School.
- To be a focal point of contact for colleagues in the School, within the faculty and across professional service functions for data relating to student engagement and student voice.
- To work closely with colleagues across the School, within the faculty and in the Professional Services functions to ensure that policies, procedures and processes are consistently applied.

Key duties and responsibilities

- Lead and oversee the MBChB Student Engagement and Support Officers to ensure a high-quality delivery of service to students and staff, and the efficient delivery and consistency of school support processes.
- Support and promote the Student Engagement and Support Hub service as a focal point of contact for students on the course, and proactively champion and promote the support, wellbeing, careers and employability services that are available to them.

- Monitor potential 'red flag/at risk' issues with students and escalate any concerns to the appropriate managers.
- Coordinate Student Voice Representatives' participation in departmental and faculty level meetings and committees.
- Provide operational support to the Head of Operational Delivery with a range of tasks relating to student engagement and experience. To include:
 - Coordination of activity to support Induction
 - Monitoring and supporting activity in relation to Mid Term Reviews (MTRs) (or equivalent)
 - Monitoring in-person and online student enquiries
 - Monitoring the number of referrals to central student services
 - Monitoring levels of student engagement with PATs
 - Monitoring student attendance and check-ins and managing the effective handling of attendance related enquiries
 - Monitoring NHS Travel Bursary claims
 - Monitoring and tracking interaction with specific groups of students (e.g. international, mature, disabled, asylum seekers, under 18s etc.) so that they receive appropriate support
 - Monitoring disabled students, ensuring links are established with Disability Link Tutors and that reasonable adjustments are put in place
 - Maintaining an oversight of and tracking student welfare/fitness to practice cases
 - Maintaining an oversight of and tracking disciplinary/professionalism issues
 - Monitoring dashboard data produced by Student Services
 - Collating and analysing data, identifying trends and preparing reports
 - Assisting in the co-ordination of the publication of student facing programme material (e.g. Programme and Module handbooks)
- Coordinate the collation and analysis of relevant student engagement and student voice data and identify trends. To include module evaluation questionnaires, NSS and other survey feedback, exit interview findings etc. Work with colleagues across the Faculty to coordinate actions to respond to findings; and monitor and track progress against agreed Faculty actions.
- Proactively work with the Head of Operational Delivery to lead on designated projects and initiatives to enhance student engagement across the Faculty. Assist with the development of business case proposals, proactively engage stakeholders and assist with the implementation to ensure quality projects are delivered within budget and on time.
- To provide appropriate administrative support for School level Student Engagement and Student Voice related meetings and associated Working Groups across the Faculty and wider University, including the preparation/collation of agendas, briefing notes and presentations, taking of meeting minutes and monitoring of agreed actions with relevant members of staff. Ensure that there is appropriate support for the school level Student Voice Meetings.
- Work closely with the Head of Operational Delivery and other senior managers across the School to develop key initiatives, projects and events to enhance the student experience.
- Work closely with the Faculty Student Engagement Manager, Student Services and Chester Students' Union, and actively contribute to projects, initiatives and events to enhance the student voice.

- Lead on Induction activities in consultation with central support departments and Programme Teams across the Faculty.
- Work with colleagues in Student Services to identify and coordinate delivery of appropriate training to staff and students within the Faculty e.g. When to Refer Training and Look After Your Mate training.
- Work closely with the Careers and Employability Team and actively encourage students to engage with the CareerHub and other extra-curricular activities and employability initiatives.
- Build a strong network with the other Student Engagement and Support Coordinators across the Faculty to share knowledge and drive continuous improvement. To lead on streamlining and developing efficient processes in relation to the Student Engagement and Student Experience.
- Develop and maintain strong working relationships with colleagues in Student Services. Attend relevant meetings and training to maintain an up-to-date knowledge of University policies, procedures and systems.
- Attend and actively contribute to Student Engagement and Student Voice related meetings. Prepare notes/reports/presentations and deliver agreed action points for relevant agenda items.
- Attend other meetings, committees and working groups as appropriate, both within the Faculty and at cross-University level, including but not limited to: International Student Working Group, Attendance Monitoring User Group, PAT Working Group, Student Voice and Experience Committee, deputising for the Head of Operational Delivery when required to do so.
- Produce written communications for a range of purposes and audiences, e.g. preparing high-level correspondence, drafting management briefings, presentations and reports.
- In consultation with the course team, coordinate the formatting and publication of student facing programme materials (e.g. Programme and Module handbooks).
- Actively contribute to the development of processes, systems and technology enhancements, which improve the organisational effectiveness and agility of the Faculty.
- Be a point of contact for staff and students and provide advice and guidance on matters relevant to this role, escalating more complex problems to the relevant senior manager(s).
- Lead and develop direct reports, providing coaching, feedback, clear objectives and undertaking appraisals (PDP). Ensure they are motivated and appropriately trained to carry out their responsibilities to the required standards.

- Make decisions in consultation with the Head of Operational Delivery about the allocation of duties to the Student Engagement and Support Officers to provide essential cover, for example during periods of absence or peak activity.
- Deputise for the Head of Operational Delivery as required, for example during periods of absence or peak activity.
- Take ownership of personal and professional development, identify CPD needs and take actions to progress.
- In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

General duties

- To uphold and comply with all University's policies and procedures, including those relating to:
 - Equality, diversity and inclusion
 - Health and safety
 - Data protection and IT security
 - Safeguarding
 - Sustainability
- To support the creation of a culture that is highly performance focused and built on a foundation of fairness, diversity, belonging and inclusivity.

Person Specification

Job Title	MBChB Student Engagement and Support Coordinator	Role Code	
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The person specification details the qualifications, skills, experience or other attributes needed to perform the job.

Essential criteria are those, without which, a candidate would not be able to do the job. Applicants who do not clearly demonstrate in their application that they possess the essential criteria will normally be rejected at the shortlisting stage.

Desirable criteria are those that would be useful for the candidate to possess and will be considered when more than one applicant meets the essential requirements.

Methods of assessment:

A = Application Form, **I** = Interview/Assessment Tests, **P** = Pre-Employment Checks

Selection Criteria	Essential (E) or Desirable (D)	Assessed via
QUALIFICATIONS		
Educated to Degree standard or equivalent qualification or equivalent professional experience	E	A/I
Relevant training or qualification, e.g. mental health first aid, project planning	D	A/I
KNOWLEDGE AND EXPERIENCE		
Experience of providing high level administrative support	E	A/I
Knowledge and understanding of student engagement and student experience initiatives and activities.	E	A/I
Experience of working in a deadline driven environment with speed and accuracy	E	A/I
Knowledge of administering Student Voice processes	D	A/I
Experience of Attendance Monitoring	D	A/I
Experience of building and maintaining relationships with stakeholders	E	A/I
Strong understanding of the varied needs of a diverse student body	E	A/I
Experience of devising and implementing process improvements	E	A/I
Experience of project planning/delivering projects	E	A/I
Understanding of data handling principles and GDPR	E	A/I
Experience of line managing or supervising teams	E	A/I
Experience of working in HE or a similar large, complex organisation	E	A/I
SKILLS AND PERSONAL ATTRIBUTES		
High level of ICT proficiency (Microsoft Office, Teams, SharePoint, databases and other digital applications)	E	A/I
Advanced administrative skills – note-taking, email, correspondence, word processing, managing records/databases	E	A/I
Strong Excel, numeracy and analytical skills	D	A/I
Excellent written and verbal communication skills	E	A/I

Able to prioritise workloads and work under pressure to meet deadlines	E	A/I
Accuracy and attention to detail	E	A/I
Problem-solving skills, able to adapt to changing situations	E	A/I
Strong interpersonal, relationship building and influencing skills	E	A/I
Able to sensitively and professionally deal with confidential information	E	A/I
Able to work independently with initiative, as well collaboratively with different categories and levels of staff	E	A/I
Commitment to deliver and promote equality, diversity and inclusion	E	A/I
Working proactively and supportively in a team environment	E	A/I
SPECIFIC JOB REQUIREMENTS		
Able to travel across sites and attend external meetings	E	I

**UNIVERSITY OF CHESTER
TERMS & CONDITIONS OF EMPLOYMENT**

**FACULTY OF HEALTH, MEDICINE AND SOCIETY
STUDENT ENGAGEMENT AND SUPPORT COORDINATOR
PERMANENT, FULL TIME
BASED AT CHESTER**

SALARY SCALE

University Scale OS7, points 23-26, £32,080 - £34,610 per annum.

HOURS OF WORK

36.5 hours per week

Monday to Thursday	8.30am - 5.00pm
Friday	8.30am - 4.00pm (less one hour for lunch each day).

A flexible approach to work will be required as there may be occasions when it would be necessary for you to work additional hours as dictated by the workload.

HOLIDAY ENTITLEMENT

22 days per annum (in the annual leave year in which employment commences annual leave entitlement will accrue on a pro-rata basis), rising to 27 days after five years' continuous service. Two extra statutory days per annum during the Christmas period.

MEDICAL EXAMINATION

Successful candidates will be required to complete an Occupational Health questionnaire and may be required to undergo a medical examination.

ESSENTIAL CERTIFICATES

Short-listed candidates will be asked to bring to interview, proof of qualifications as outlined on the Job Description and Person Specification provided. Upon appointment, copies of essential certificates will be required by Human Resources.

PENSION SCHEME

The University operates two pension schemes for support staff:

- The default scheme is the Higher Education Defined Contribution Scheme (HEDCS), which is administered by AVIVA.
- The Cheshire Local Government Pension Scheme, to which the University is an admitted body.

All support staff are entitled to participate in one of these schemes. Some staff will be automatically enrolled into a scheme, depending on their age and earnings, but if they do not wish to remain a member of the scheme, they will be entitled to opt out after enrolment.

EQUAL OPPORTUNITIES

The University has a policy of equal opportunity aimed at treating all applicants for employment fairly.

SMOKING POLICY

The University operates a No-Smoking policy.

PROBATIONARY PERIOD

A nine months' probationary period applies to all University posts.