

**JOB DESCRIPTION**  
**Student Success Officer**  
**Vacancy Ref: N1506**

<b>Job Title:</b>	Student Success Officer	<b>Present Grade:</b> 6
<b>Division:</b>	UK Student Recruitment & Outreach: Recruitment, Admissions and International Development (RAID)	
<b>Directly responsible to:</b>	Outreach and Student Success Manager	
<b>Supervisory responsibility for:</b>	N/A	
<b>Other contacts:</b>		
<b>Internal:</b>		
<b>Other USKRO colleagues, RAID colleagues, academic and professional staff within departments and faculties, Lancaster University Students’ Union, Student Based Services, all other professional services and current students</b>		
<b>External:</b>		
<b>prospective students and their parents, school and college teachers and careers professionals, local/regional government, HEFCE and other higher education recruitment and outreach staff, Lancaster alumni, national and local support organisations</b>		

**Major Duties:**

The Student Success Officer will support current (WP) students at Lancaster to succeed within their current studies and to progress onto graduate employment or further study after graduation. The role holder will be responsible for delivering high quality activities to support WP students in the faculties of Science and Technology (FST) and Health and Medicine (FHM) through the provision of bespoke WP programmes and initiatives such as mentoring, boot camps and workshops. In addition the role holder will provide information, advice and guidance to students on progression opportunities.

This will be through a series of projects

**Principal duties:**

1. To develop and deliver a programme of student success and progression initiatives for WP students in FST and FHM
2. Working closely with faculty and departmental staff, support the development and delivery of current faculty projects/initiatives.
3. To collect data and develop reports relating to this activity
4. To represent the University, FST, FHM and their departments at student support and progression events throughout the UK
5. To give accurate information, advice and guidance to WP undergraduate about topics such as study support, welfare, finance and accommodation, careers and other areas identified through research with the students and faculties.
6. Deliver high quality presentations on relevant topics both on and off campus
7. Plan, deliver and evaluate workshops that support the retention of and progression of WP students within FST and FHM, ensuring information is accurate, up to date and appropriate for the relevant audience
8. To liaise and network with relevant external organisations to develop effective relationships to support you to meet the needs of our WP students.

9. To be involved in the organisation and delivery of large scale on and off-campus recruitment events, such as Open Days, Teacher Conferences, Campus Tours and Applicant Visit Days
10. To liaise with academic and professional staff within faculties regarding the delivery of student success and progression activities on campus
11. To manage relevant web pages and ensure information is updated as required
12. Assist in the development and produce relevant targeted recruitment publicity materials
13. To collect monitor and share data on the University's student success and progression activities.
14. To contribute to the evaluation and development of the University's student success and progression activities and to support the University to meet its OFFA targets as outlined in the annual Access Agreement.
15. Maintain, update and keep abreast of own professional knowledge / sector wide issues relating to areas particular to the role and to share best practice and train other colleagues as necessary
16. Working with colleagues in UKSRO, the faculties and departments and Student Based Services to identify and select through recruitment and interview a pool of student ambassadors, mentors and advocates to work on student success and progression activities
17. Working with colleagues in UKSRO, the faculties and departments and Student Based Services, develop an ongoing training and development programme for ambassadors and mentors
18. At all times to carry out your responsibilities with due regard to the University's code on Equality and Diversity, University Health and Safety Codes of Practice and Child Protection Policy
19. Any other duties appropriate to the role as required by the line manager or Head of Department or the Widening Participation Coordinating Group.