

JOB DESCRIPTION
Student Experience Co-ordinator
Vacancy Ref: N1972

Job Title: Student Experience Co-ordinator	Present Grade: 4
Department/College: Accommodation	
Directly responsible to: Accommodation Manager	
Supervisory responsibility for: none	
Other contacts	
<p>Internal: The post holder is required to liaise with a wide range of administrative and support staff including:</p> <ul style="list-style-type: none"> • College staff: SCR and JCR • Students' Union • Student Services: Registry, Wellbeing, the Base • Security • Lancaster University Homes <p>External:</p> <ul style="list-style-type: none"> • City Centre Accommodation providers • Local Authority • Emergency Services agencies 	
<p>Major duties: Responsible for ensuring that first year students living off campus are properly supported and get the best possible student experience:</p> <ol style="list-style-type: none"> 1. Meet and greet students during arrivals and continue to provide a physical presence through the year being first point of contact for information, advice and guidance (eg welfare, health, personal, accommodation, academic) and signposting to other services where appropriate 2. Establish and maintain excellent and proactive working relationships with accommodation providers and Colleges to ensure they connect and that students connect and engage with both for a consistent student experience. 3. Organise and deliver social events, on campus or in the city, independently and collaboratively with Colleges and providers to support wellbeing of students, working outside of normal office hours as required. 4. Through regular contact with students and accommodation providers identify potential disciplinary and/or welfare issues and take necessary actions to resolve, involving others (eg college staff, deanery, wellbeing services) as necessary (working within GDPR regulations and established Information Sharing Agreements) 5. Work proactively with other members of the University (e.g. Students' Union, departmental and college staff) or external agencies and liaise with them as appropriate. 6. Establish and manage channels of communication with students, eg through use of social media or face to face contact 	

7. Undertake ongoing professional development relevant to the post.
8. Undertake any duties that may reasonably be expected of the post holder at the request of the Head of Department or Accommodation Manager