

JOB DESCRIPTION

Job Title: **STUDENT ENGAGEMENT MANAGER**

Responsible to: HEAD OF STUDENT SERVICES

JOB PURPOSE & OBJECTIVES

To be responsible to the Head of Student Services for supporting the Students' Association, Office and Library Services to co-ordinate activities, events, and initiatives to improve the student experience, encourage participation, and foster the student voice across all areas of the College.

Duties and Responsibilities

- To work collaboratively under the direction of the Head of Student Services to effectively lead, manage and support the activity of the Students' Association, Office and Library Support Services.
- Develop innovative and enrichment programs, gathering student feedback through surveys and forums, supporting student groups, promoting wellbeing, and working with Student Services and other college departments to enhance student retention and overall engagement.
- Develop and implement strategies, events, and activities to promote learning and teaching resources, digital enhancement, educational opportunities, mental health, and emotional wellbeing of students.
- Work collaboratively with the Quality, Learning and Innovation team to support the class representative process to enhance the student voice.
- Provide effective and supportive line management to the Students' Association, Office and Library Services holding direct responsibility for target setting and monitoring, performance, and continuing professional development.
- Assist in the co-ordination and implementation of the College's activities regarding student support, engagement and retention including attendance at class team meetings, oversee delivery of training and support the recruitment and election process.
- Be responsible for the developing and reviewing of policies, procedures and guidelines related to the Student Association, Office and Library Support Services and wider student engagement. Ensuring compliance with relevant legislation and national guidelines.
- Promotion of internal/external student engagement surveys that the College are measured against. Analysis of feedback received in surveys to create informative reports. Producing and monitoring of Action Plans that respond to the feedback

received in the surveys detailing activities and actions to meet student support needs to improve satisfaction levels.

- Ensure the timely delivery of Student Association reports and communications including Student Newsletters, Board reports, and other student communications through Teams and socials platforms.
- Lead the engagement of internal / external stakeholders and build positive relationships with partners such as the Senior Leadership Team (SLT), College Board of Management, National Union of Students (NUS), sparqs, Scottish Funding Council (SFC).
- Co-ordinate, plan and promote key College student support events / initiatives, with budgetary responsibilities such as Student induction, Welcome Week – Freshers' etc.
- Be responsible for developing and maintaining operational enhancement plans to support ongoing evaluation and development.
- Organise and chair regular meetings with the Students' Association and Class Representatives to evaluate the effectiveness of the learning and teaching/learning support/health and wellbeing provision to gather feedback/testimonial to support future enhancement and quality assurance.
- Attend a variety of meetings to represent student engagement, student experience and general student support matters on behalf of the College.
- Ensure compliance with all Health and Safety requirements as laid down in the College H&S Policy.
- Undertake any other reasonable duties. The postholder is expected to work flexibly to contribute to the work of the College.

WHO WE ARE

Vision

South Lanarkshire College is a further and higher education institution with a mission to create social and economic value for individuals, businesses and communities through learning, with a clear vision;

“To inspire and transform lives through inclusive, innovative and sustainable education.”

Mission

South Lanarkshire College has a clear mission to,

“Deliver excellence in skills-based education to the workforce of the future creating social and economic value for individuals, businesses and the communities we serve through first-class teaching, learning and support.”

This mission gives us a real sense of purpose. We exist because of our expertise in learning and teaching.



VALUES

The College's values are vital in our collective ability to achieve continued success, and they define how we work together as Team SLC.

- **Togetherness:** visionary and transparent leadership, common purposeful goals and build on values.
- **Connectedness:** meaningful participation in decision-making, a listening organisation and developing collaboration.
- **Recognition:** culture of values-based recognition, celebration of individual and team contributions and effective, frequent praise.
- **Enablement:** providing valuable feedback, developing manager effectiveness and individualised training and development.
- **Motivating work:** autonomous working, learning organisation and meaningful work.

This job description is not intended to detail all tasks undertaken, but simply highlight a number of major tasks of the post. The post holder may be required to undertake additional duties which might reasonably be expected and which form part of the function of the post.

This job may be amended in future to reflect the changing duties of the post.

Date Created: October 2025