

Post Details		Last Updated: 01/04/2026	
Faculty/Administrative/Service Department	Chief Student Officer's Directorate		
Job Title	Student Outcomes and Transitions Manager		
Job Family	Professional Services	Job Level	4
Responsible to	Associate Director of Student Success (ADSS)		
Responsible for (Staff)	Student Success Coaches		
<u>Job Purpose</u>			
<p>The Student Outcomes and Transition Manager will lead a dedicated team to support students in their academic, personal, and professional development. This role will oversee the delivery of one-to-one coaching, the university's embedded Student Success Module, and other initiatives designed to enhance student retention, progression, and success. The postholder will ensure a seamless transition for students into and through university life, ensuring equity of experience, fostering a sense of belonging and equipping students with the skills and confidence to succeed and thrive in university and beyond.</p> <p>The post holder will work closely with colleagues across the University to support the continuation, completion and progression of students. In particular, they will work closely with specialist student services and the schools' Senior Personal Tutors to ensure timely, seamless support and effective case management for each identified student. They will work to an agreed set of KPIs focused principally on engagement, retention and positive student outcomes, contributing to the success of our University strategy and Access and Participation Plan.</p> <p>The Student Outcomes and Transitions Manager will champion a data-driven, evidence-informed and student-led approach and an evaluation culture, fostering cross-university collaboration to ensure that Student Success activity is embedded across the student journey, driving innovation, inclusivity, and excellence for all our students.</p>			
Key Responsibilities			
<ol style="list-style-type: none"> 1. Lead, manage, and develop the team of Student Success Coaches to deliver high-quality, personalised coaching and support for students. Lead the creation and curation of a detailed coaching resource bank to aid coaches and support more students to the completion of their studies with an enhanced student experience. 2. Oversee the design, delivery, and evaluation of the Student Success Module, including development of module resources and the launch of an online learning pathway to accompany the module VLE. Collaborate with Academic departments, Student Employability and Academic Skills and Development, to ensure alignment with institutional goals, school priorities and student needs. 3. Lead the development and launch of a new, evidence-based framework to support students' personal development and confidence. The framework will provide a consistent approach to coaching, complementing students' academic and technical education and supporting the development of well rounded, highly employable graduates. 4. Collaborate with teams across the University who contribute to the pastoral ecosystem of support for students to develop a clear and coherent communication plan for students to encourage 			

proactive engagement, support students to prioritise across their student lifecycle effectively and build their own self development toolkits.

5. Collaborate with Marketing and Communications and School leads to develop an internal staff communications plan to disseminate information about the teams work and impact. Raise the profile of the coaches in schools through visual marketing, and presence in departmental meetings and committees.
6. Take operational responsibility for the University's learning analytics and attendance platforms, MySurrey Engagement and MySurrey Attendance. Working with professional services and academic colleagues to develop and enhance data and reporting functions to enable the early identification and proactive support of students. The post holder will use their expertise of the platforms to contribute to the strategic direction and adoption of both platforms across the university.
7. Take responsibility for Surrey's induction module, ensuring all students have the information they need to begin their studies at Surrey with confidence, a clear understanding of expectations and having completed all relevant training and required pre-arrival activity.
8. Collect, organise and maintain accurate data to support tracking, impact assessment and reporting to provide to the ADSS and other senior members of staff when required, and to relevant committees with the purpose of identifying long-term trends and issues to respond to or resolve.
9. Stay informed of university and sector-wide best practices and emerging trends, ensuring the university remains at the forefront of student support. Using this expertise to develop and implement strategies to enhance student outcomes, focusing on retention, progression, and graduate success.

N.B. The above list is not exhaustive.

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

Planning and Organising

The post holder is expected to take a highly organised approach to the everyday running of the Student Success Coach Team. This includes ensuring that students and Senior Personal Tutors receive timely support throughout the year. They are responsible for managing the delivery of their own workload and responsible for managing performance and workloads of their direct reports. They will be responsible for working with other departments during the university cycle, ensuring the module and initiatives to support student success run smoothly, meeting staff and student's needs. They will draw on their management experience and departmental data and feedback to effectively deliver change required, demonstrating flexibility and agility.

The post holder will ensure that the University set objectives are delivered, whilst working within established university and school processes and procedures.

The post holder will oversee the development and delivery of the University Student Success module and success coaching for students in schools across the university. Within these parameters the post holder will work with minimum day-to-day supervision in order to deliver the set activities. The post holder should apply judgement and initiative when managing their workload, including determining medium-term priorities, responding to conflicting demands, and managing activity in line with the KPIs of the University Vision 2041 strategy and University Access and Participation Plan.

The post holder will also need to demonstrate a confident communication style for coaching, facilitating and presentations, developing presentations where necessary and imparting advice and liaising with academic and professional services staff.

Problem Solving and Decision Making

The post holder is expected to work in a proactive manner and to decide how to achieve the desired KPIs, generally basing decisions on their work objectives, network priorities and their professional experience, and on their sound understanding of the University Strategy and Access and Participation Plan.

The exercise of initiative, discretion and judgement when addressing and resolving enquiries or problems concerning a wide range of both routine and complex matters is required. They will also have an excellent understanding of peak demand throughout the student cycle with the ability to offer practical and compatible solutions to meet demand.

The post holder will be responsible for ensuring that the everyday processes of the Student Success Coach team are standardised, efficient and communicated clearly to staff and students. They will have a firm understanding of service boundaries and be confident in their ability to oversee complex case work presented through the Student Success Coaches, other student services, academics within faculties and more. They are expected to use initiative and judgement to address and resolve more complicated problems and issues, referring the most complex or those issues outside of the remit of their role to their line manager. The post-holder is, however, expected to have a degree of involvement in finding and implementing resolutions in this case.

Continuous Improvement

The post holder will keep abreast of best practice and use a network of contacts in various support services to continue to develop their own skills and knowledge. They will be data-led in their commitment to continuous improvement of the Student success Module and coaching model, utilising case management and student and staff feedback to understand the effectiveness of the service and recommend and deliver process and service change. This will include continued analysis of intervention strategies used by the Student Success Coach team.

They are expected to exercise sound judgement, demonstrate initiative and identify and make recommendations for improvements, when applicable, to ensure that the requirements of the University's Access and Participation Plan and University strategy are implemented and maintained effectively. The post holder must be able to operate flexibly and positively in relation to changing circumstances and requirements.

The Student Success Department is committed to creating an actively inclusive environment for our staff and students. The post holder will be required to undertake regular self-development work to continuously

improve and enhance their understanding of EDI, inequities in society and Higher Education and how to be an active bystander and ally.

Accountability

The post-holder is responsible for managing an excellent support service that has a significant impact on the student experience. They will be expected to work without significant supervision, referring to experienced colleagues across the CSO where necessary and will know when to escalate complex enquiries.

They will share accountability for the triaging of students who need additional support and will be responsible for ensuring that complex student casework is handled effectively.

Through the course of their work, the post holder will have access to systems containing data of a sensitive or confidential nature and must treat it in accordance with relevant policy and legislative requirements.

Dimensions of the role

The post holder will have responsibility for a small annual budget, line management responsibility for a team of Student Success Coaches and ongoing stakeholder management with academic colleagues across the university.

The post holder is responsible for the management, motivation, training and development of the Student Success Coach team. The post holder will also be responsible for ongoing stakeholder management with academic colleagues across the university.

Person Specification

Qualifications and Professional Memberships

Degree, HND, NVQ 4 qualified or equivalent in relevant subject/relevant formal training, plus a number of years' experience in similar or related roles.

Or:

Significant vocational experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles, and the acquisition of appropriate professional or specialist knowledge.

E

Technical Competencies (Experience and Knowledge)

**Essential/
Desirable**

**Level
1-3**

Proven skills in relation to interviewing/coaching for example: active listening, asking questions, clarification, summarising, with a strong attention to detail.

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3

Experience of designing and delivering educational development or teaching programmes for students or young people.

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3

Significant understanding of university student support services and academic administration policies and procedures.

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3

Proven experience of effective line management responsibility and developing high performing teams.

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3

A proven ability to work with and use data to inform decision making and strategic direction.

E

3

Proven ability to manage multiple complex projects with multiple stakeholders simultaneously and to a high standard.

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3

Experience of providing student/staff advice in a similar or related role, preferably in Higher Education.

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Ability to operationalise strategic plans using data and student voice to co-create, implement, evaluate and review programmes of activity.

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Special Requirements:

Essential / Desirable

Must be willing to undertake a DBS check. Clearance at an enhanced level is a prerequisite for this role.	E
Willingness and flexibility to work out of hours, including occasional weekend open days.	E
Core Competencies	Level 1-3
Communication	3
Adaptability / Flexibility	2
Customer/Client service and support	3
Planning and Organising	3
Continuous Improvement	2
Problem Solving and Decision Making Skills	2
Managing and Developing Performance	3
Creative and Analytical Thinking	2
Influencing, Persuasion and Negotiation Skills	3
Strategic Thinking & Leadership	2
<p>This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.</p> <p>Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.</p>	
Organisational/Departmental Information & Key Relationships	
<p>The Student Success Department, is located in the Chief Student Officer's Student Life Directorate. The Student Success Department includes approximately 35 members of staff across two teams, Student Employability and the Widening Participation and Success Team.</p> <p>The Chief Student Officer Directorate serves to provide a joined-up and effective service to students across their student journey at the University: from pre-enrolment to graduation. Supporting all student to thrive and succeed regardless of background or personal circumstance, ensuring equity of opportunity and experience across the student lifecycle, creating the condition to encourage a sense of belonging to the University of Surrey community.</p> <p>Internally</p> <ul style="list-style-type: none"> - Student Employability - Widening Participation & Success - Student Wellbeing and Disability - Student Experience - Student and Academic Administration - Academic Skills and Development - Marketing and Communications - Associate Heads of Education - Senior Personal Tutors <p>Externally</p> <ul style="list-style-type: none"> - Students' Union Staff and Sabbatical Officers - Industry Partners - Alumni 	

Departmental Structure Chart

