

Last Updated: 21/07/2026			
Job Title	Student Engagement Assistant		
Faculty/ Department	Chief Student Officer's Directorate	Legal Entity	University of Surrey
Job Family	Professional Services	Job Level	2B
Reports To	Student Events and Communities Manager	Line Manages (role title(s))	N/A

Job Statement

As a member of the Student Events and Communities team, the role of Student Engagement Assistant will work with the Student Engagement Coordinator within the team supporting the delivery of Student Academic Partnership Forums, Welcome periods and student voice activities and projects.

The primary focus of the role is on student-facing activity that enables extensive student engagement across the Student Life Directorate.

Key Responsibilities

1. Support the Student Engagement Coordinator in planning and delivering Student Academic Partnership Forums, working closely with academic colleagues, the Students' Union and Course Representatives to coordinate logistics, communications, and engagement. Manage forum administration, including scheduling, room bookings, calendar invitations, and the circulation of reports and documentation. Contribute to the delivery of inclusive and effective forums that enhance student voice and strengthen partnerships between students and academic staff.
2. Support the Student Engagement Coordinator in delivering and evaluating student voice activities, including surveys and focus groups. Work with key stakeholders to identify feedback requirements, analyse findings, and produce reports that inform decision-making, service improvement, and strategic priorities.
3. Support Student Engagement in achieving its annual priorities through the coordination and delivery of key student voice and engagement activities. This includes collecting and analysing September and February welcome feedback, producing annual reports, promoting the Course Representative scheme, and maintaining the student voice repository to ensure staff have access to relevant insights, feedback, and resources.
4. Support the Events and Communities team with the communication of its events and activities. Liaising with colleagues from Marketing and Communications to ensure the most effective means of communication to the student body.
5. Provide other general assistance to the staff of the Events and Communities team in support of their activities as required.

N.B. The above list is not exhaustive

Role Scope and Impact

1.Accountability: The post holder has responsibility for ensuring their own wellbeing through compliance with well-established departmental policies, processes and procedures and applying them to their own area of work, including those governing Health and Safety.

2. Problem solving: The post holder will apply their judgement to address and resolve problems according to past precedents and internal processes in order to meet the needs of the service, utilising the support of their line manager as required. The post holder is expected to work within the operational parameters of a broader team focused on supporting student engagement.

3. Planning and Organising: The post holder will assist in the organisation and delivery of student feedback initiatives for our student community.

The post holder will operate with minimum day-to-day supervision with regards to the day-to-day planning, organising and performance of a range of tasks (to an agreed quality standard and specification). The post holder will have the latitude within their daily/weekly work routine to organise and prioritise their own work to ensure that key deadlines and objectives are met. This will include successfully managing any conflicting demands, possessing a basic awareness of the options available and being able to make effective and appropriate decisions, referring to their line manager where appropriate.

Supplementary Information

The post holder is required to support and contribute to the delivery of the Student Experience frontline services, including attendance at events such as Open Days, Ceremonies and Corporate events.

The post holder is required to show flexibility in working outside of core office hours.

The post-holder will be expected to contribute to University Welcome events in late September and annual leave should not be taken between mid-September and mid-October.

Person Specification

Qualifications and Professional Memberships

Vocational qualifications plus relevant work experience.

Or:

Learning gained through work experience of a number of years. Will include short courses and other formal training.

E

Technical Competencies (Experience and Knowledge)

**Essential/
Desirable**

**Level
1-3**

Proficiency in data analysis tools such as Microsoft Excel to analyse event data, including attendance figures, feedback surveys, and financial metrics.

E

2

Ability to act with empathy, care and patience whilst maintaining professional boundaries

E

2

Excellent organisational skills obtained through experience in feedback initiative planning and management. The ability to multitask and deliver across a number of projects or activities in the same time period.

E

2

Demonstrable experience of working successfully in a team.

E

2

Good organisational/administration skills with the ability to effectively prioritise tasks and manage own time

E

2

Experience of the Higher Education sector

D

N/A

Special Requirements

**Essential/
Desirable**

Some weekend/evening work may be required as directed by your line manager
Annual leave may be restricted at key times during the year.

E

Core Competencies

**Level
1-3**

Communication

2

Adaptability / Flexibility

2

Customer/Client service and support

2

Planning and Organising

2

Continuous Improvement

1

Problem Solving and Decision Making Skills

1

Managing and Developing Performance

n/a

Creative and Analytical Thinking

1

Influencing, Persuasion and Negotiation Skills

1

Strategic Thinking & Leadership

n/a

This Job Purpose outlines the core activities of the role. As the Department/Faculty and the post holder evolve, the duties and focus of the role may change. The University expects the post holder to adopt a flexible approach to work, including undertaking relevant training when necessary. If significant changes to the Job Purpose are required, the post holder will be consulted, and the changes will be reflected in a revised Job Purpose.

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.
- Contribute towards broader university initiatives that have a positive impact on student experience, recruitment and campus operations. This may include participation in cross-functional activities such as open days, confirmation and clearing, welcome week, graduation.
- 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:

- All staff have a statutory responsibility to take reasonable care of themselves and others and to prevent harm by their acts or omissions. All staff are, therefore, required to adhere to the University's Our Safety Policy Statement and associated Procedures.

Organisational/Departmental Information & Key Relationships

Background Information

The Student Events & Communities team and sits within the Student Experience Department, which is part of the Chief Student Officer's Directorate. The Student Experience Department includes approximately 50 members of staff across a range of student engagement services. The Student Experience Department focuses on delivering a personalised and welcoming experience in all our engagements, putting students at the heart of our work, and fostering a sense of belonging and community ethos through all our practices.

The Chief Student Officer's Directorate serves to provide a joined-up and effective service to students across their student journey at the University: from pre-enrolment to graduation, with an excellent student experience as its primary focus. We ensure that students receive excellent support and advice and feel a sense of belonging to the University of Surrey community, and we work against the key principles in our student and staff partnership manifesto (student-staff-partnership-manifesto.pdf (surrey.ac.uk)).

Department Structure Chart

