



## **Student Success and Engagement Lead**

Reporting to: Director of Learning Design and Quality  
Hours required: 3 days a week (0.6 FTE)  
Type of contract: Permanent  
Location: Wellesbourne, Warwickshire; hybrid working available  
Salary: £36,000 pro rata

### **Job purpose:**

This role focuses on providing comprehensive academic support to students enrolled in Education for Health's self-paced online courses accredited by the University of Hertfordshire. Key responsibilities include academic advising, maintaining accurate student records, facilitating orientation and engagement sessions, and supporting students with additional needs through tailored interventions. The position also involves leading student focus groups, designing academic workshops, and collaborating with the Director of Learning Design and Quality on programme improvements while supporting the delivery of major student events like graduation ceremonies.

### **About Education for Health:**

Education for Health is a registered charity and a company limited by guarantee. Our mission is to enable healthcare professionals to improve the health of people living with long-term conditions. We achieve this by providing healthcare professionals with education and training to support the continual improvement of their practice. We deliver courses at Levels 4, 5, 6, and 7 that are accredited by the University of Hertfordshire. These courses are focused on our key clinical areas of asthma, COPD, CVD, and diabetes, as well as other related topics including leadership, teaching and learning, research skills, mental health, and more. Our MSc in Long-Term Conditions and portfolio of postgraduate certificates provide pathways for students to earn academic credentials at Level 7. We also run a portfolio of professional development training programmes.

### **Principal responsibilities:**

- Provide a consistent point of contact and advising support to prospective and current MSc students, ensuring that they can complete their programmes in an efficient and timely manner. This includes meeting with all programme students at least once a year and being available for appointments requested by students
- Ensure that programme student records are up-to-date on CRM and that data is analysed on a regular basis to monitor KPIs including programme completion and retention rate.
- Attend online programme boards once per semester with the University of Hertfordshire



- Lead online 'Meet and greet' sessions for Level 5, 6, and 7 students, to ensure that they have the information needed to successfully study online in a self-paced environment
- Provide support for students with additional needs, including working with them to complete Student Need Agreements, liaising with course tutors and/or instructional designers to ensure materials are provided in alternative formats where necessary, and providing additional support with assignments for students with dyslexia or other learning differences, including proof-reading and check-ins
- Develop and maintain a comprehensive resource bank and support offer for learners with additional needs, and represent their interests on cross-organisational projects as required
- Meet with students who have complaints/queries that have been escalated from Learner Support, identifying resolutions and/or escalating further as necessary
- Lead annual student focus groups and synthesise actionable feedback for programme improvement
- Design and implement academic skills workshops and other learning interventions for students working at Levels 4, 5, 6, and 7
- Design and implement additional online community-building opportunities for Level 7 students
- Work with graduates of the MSc programme to write case studies around the impact of their studies on their practice
- Organise, in collaboration with other members of the organisation, the bi-annual graduation ceremony for Level 7 students
- Monitor discussion boards on programme website, responding to or escalating posts as needed
- Attend weekly Academic Review Panel meetings, deputising for the Director of Learning Design and Quality when required
- Deputise for the Director of Learning Design and Quality at University of Hertfordshire exam boards when required
- Undertake other LD&Q tasks such as moderation when required to support team capacity
- Provide updates to students via the programme website and regular e-mail newsletters. These updates may include administrative updates as well as student spotlights, highlights about clinical campaigns, CPD courses, etc.
- Review actionable student feedback with Director of Learning Design and Quality on a regular basis



## Person specification

### Qualifications:

A degree at Level 7 (Master's)	Essential
--------------------------------	-----------

### Experience:

Experience in academic advising and/or supporting students in higher education	Essential
Experience in supporting academic skills up to Level 7	Essential
Experience in facilitating student engagement activities, such as workshops or focus groups	Essential
Experience in handling student queries and complaints	Essential
Experience in healthcare education of working with healthcare professionals	Desirable
Experience working with higher education institutions and understanding of academic governance	Desirable

### Skills and knowledge:

Strong understanding of academic study skills	Essential
Strong understanding of how to support students with self-paced online learning	Essential
Evidence-based knowledge of best practices in supporting students with additional needs, including accessibility requirements and learning support strategies	Essential
Excellent written and verbal communication skills	Essential
Strong organisational skills with the ability to manage multiple tasks and priorities	Essential
Ability to analyse student data to monitor KPIs	Essential
Strong technological capability, including ability to use Microsoft Office and learn new systems	Essential
Knowledge of the Canvas LMS	Desirable
Ability to use CRM systems	Desirable

### Personal attributes:

Student-focused, with a commitment to supporting students from diverse and non-traditional academic backgrounds	Essential
Strong interpersonal skills, with the ability to work collaboratively and cross-organisationally	Essential
Empathy and sensitivity in supporting students, including cultural awareness and an inclusive approach to working with students	Essential
Commitment to confidentiality and complying with Education for Health and the University of Hertfordshire's confidentiality and student record policies	Essential
Commitment to providing ethical student support	Essential
Close attention to detail to ensure accuracy in student records and communications	Essential
Proactive and innovative, with an interest in identifying and implementing new approaches to enhancing student engagement and success	Essential



**To apply:**

Please email your CV and a personal statement of no more than two pages responding to the person specification to Vanessa Williams at [v.williams@educationforhealth.org](mailto:v.williams@educationforhealth.org) by 9 a.m. on Monday 14<sup>th</sup> April 2025. Interviews will take place during the week of 28<sup>th</sup> April 2025.