

Job Description

Academic Experience Officer

Academic Experience

Directorate of Student Experience
and Teaching Excellence



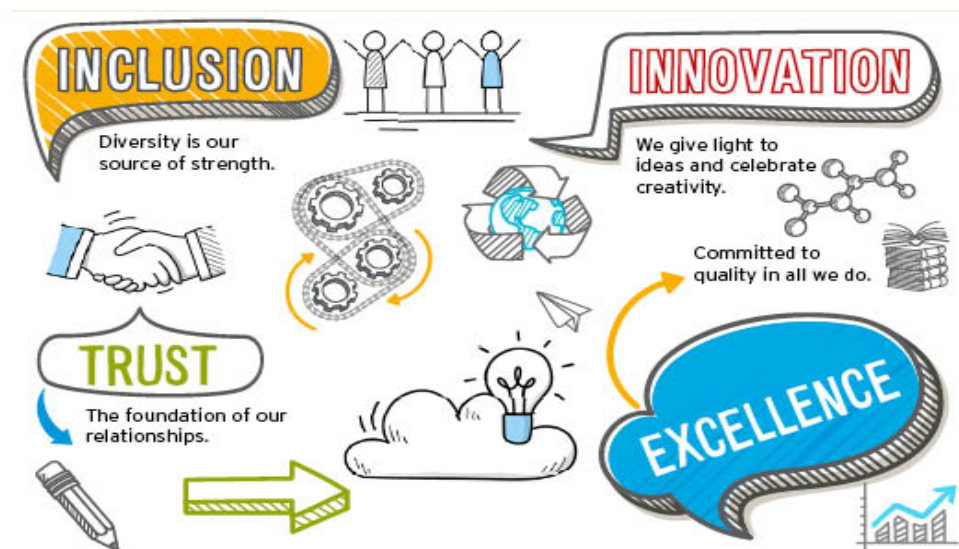
Brief summary of the role

Role title:	Academic Experience Officer
Grade:	5
Faculty or Directorate:	Directorate of Student Experience and Teaching Excellence
Service or Department:	Academic Experience
Location:	On campus, Bradford
Reports to:	Academic Insight and Experience Manager
Responsible for:	N/A
Work pattern:	36.25 hours per week, normally Monday to Friday

About the University of Bradford

Values

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion part of everything we do – from how we build our curriculum to how we build our workforce. It is the responsibility of every employee to uphold the university values.



Equality, Diversity, and Inclusion (EDI)

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion at the heart of everything we do.

We foster a work environment that's inclusive as well as diverse, where staff can be themselves and have the support and adjustments to be successful within their role.

We are dedicated to promoting equality and inclusivity throughout the university and have established several networks where individuals can find support and safe places fostering a sense of belonging and acceptance. We are committed to several equality charters such as Athena Swan, Race Equality Charter, Disability Confident and Stonewall University Champions Programme..

Health, safety, and wellbeing

Health and Safety is a partnership between employee and employer each having responsibilities, as such all employees of the University have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.

It is the responsibility of all employees that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students.

All colleagues will need to ensure you are familiar with any relevant Health and Safety policies and procedures, seeking advice from the Central University Health and Safety team as appropriate.

We are registered members of the University Mental Health Charter. This visibly demonstrates our commitment to achieving cultural change in student and staff mental health and wellbeing across the whole university, whilst supporting the vision of our People Strategy to create a culture and environment of transformational diversity, inclusion and social mobility, creating a place where our values come to life and are evident in our approach.

Information governance

Employees have a responsibility for the information and records (including student, health, financial and administrative records) that are gathered or used as part of their work undertaken for the University.

An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

All employees must always adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security.

Employees will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

Criminal record disclosures and working with vulnerable groups

Depending on the defined nature of your work and specialist area of expertise, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974.

All employees of the University who have contact with children, young people, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and Safeguarding Vulnerable Groups Act 2006.

The University is committed to protect and safeguard children, young people and Vulnerable Adults.

Suitable applicants will not be refused positions because of criminal record information or other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

Role holder: essential and desirable attributes

Qualifications

Essential	<ul style="list-style-type: none">• Level 2 qualification, such as GCSE - grades 9, 8, 7, 6, 5, 4 or grades A*, A, B, C G or equivalent experience.
Desirable	<ul style="list-style-type: none">• Evidence of relevant CPD and training.

Experience, skills, and knowledge

Essential	<ul style="list-style-type: none">• Experience of working in an administrative role.• Ability to understand, interpret, and apply policies and procedures.• Experience in data validation, records management, and reporting.• Proficiency in using key IT systems and digital platforms (e.g. Microsoft Office suite, Canvas, SharePoint).• Experience of organising, coordinating, and supporting committees, meetings, and events.• Ability to maintain, validate, and present data and information accurately.• Experience in delivering training and guidance to staff.• Strong organisational and time management skills, with the ability to coordinate multiple priorities and work to
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	<p>deadlines.</p> <ul style="list-style-type: none"> • Excellent communication and interpersonal skills, with the ability to work collaboratively across teams.
Desirable	<ul style="list-style-type: none"> • Experience of working in Higher Education. • Experience of running focus groups, feedback sessions, or survey administration.

Personal attributes

Essential	<ul style="list-style-type: none"> • High attention to detail and accuracy in record-keeping and data management. • Commitment to delivering an excellent student and staff experience. • Discretion, sensitivity, and understanding of confidentiality in handling academic and student records. • Commitment to ongoing professional development and a willingness to engage in training. • Ability to work both independently and as part of a team, supporting colleagues to meet shared objectives.
Desirable	<ul style="list-style-type: none"> • Open to exploring and using new technologies.

Main purpose of the role

To provide essential administrative and coordination support to the activities across the Academic Insight and Experience team. The postholder will play a key role in ensuring the smooth implementation of the University's approach to student voice, student partnerships, peer support and academic transition. They will support the operational aspects of student transition programmes, student voice activities, peer support schemes, and student partnership initiatives, helping to enhance the academic experience across the University.

Main duties and responsibilities

Note: The list below may vary to include other reasonable requests (as directed by university management) which do not change the general character of the job or the level of responsibility entailed.

1. Reporting to the Academic Insight and Experience Manager, provide high-quality administrative support for activities across the Academic Insight and Experience team.
2. Assist in the planning and delivery of student voice and representation activities, such as coordinating student forums, student rep training and development, and ensuring follow-up actions are recorded and implemented.
3. Support the implementation of peer support, peer coaching and student partnership initiatives, coordinating recruitment, training, and recognition activities for student participants.
4. Maintain and update records, databases, and communication platforms related to activities across the Academic Insight and Experience team, ensuring accurate and up to date information.
5. Assist with the organisation and delivery of training and development sessions for students and staff involved in projects/activities of the team.
6. Working with the Student Voice and Insight Lead, support the collection, analysis, and reporting of student feedback data.
7. Coordinate and oversee the administration of student consultation activities, such as surveys, focus groups, and feedback sessions, ensuring effective data collection and analysis.
8. Assist in the preparation of reports, briefings, and presentations, ensuring clear and accurate communication of student transition and success activities and outcomes.
9. Support the administration and maintenance of digital platforms used by the team, including virtual learning environments, consultation tools, and online feedback systems.

10. Support the promotion of frameworks, projects and other team initiatives through digital platforms, newsletters, and promotional materials.
11. Ensure that administrative processes comply with institutional policies, data protection regulations, and sector best practices.
12. As a University citizen, support key student events throughout the year such as open days, clearing, enrolment, and graduation.
13. Respond constructively to occasional reasonable management requests to undertake additional duties and/or responsibilities that may not be explicitly detailed in this Job Description.

This document outlines the duties required at the current time to indicate the level of responsibility. It is not a comprehensive or exhaustive list and may vary to include other reasonable requests as directed by University management which do not change the general character of the job or the level of responsibility entailed.