



St George's School of Health and Medical Sciences

City St George's, University of London

Education Operations

Student Experience Administrator

Ref: 701-25-R

JOB DESCRIPTION

Post Title	Student Experience Administrator
Grade	Grade 5
Contract type	Permanent
Responsible to	Student Voice and Engagement Officer
Accountable to	Head of Education Strategy and Student Experience
Responsible for	N/A
Liaises with	Associate Dean (Student Outcomes), Student Partnership Officer, Students' Union Deputy Presidents and Year Reps, Data Analyst (Student Experience), Communications team, Planning Office, Course Directors, Programme teams, Registry.

Overall purpose of job

The Student Experience Administrator is a member of the Student Experience Team who are central to the mission of improving students' university experience, a priority for the institution. Based in Education Operations, the team provides central impetus, structure and support for hearing and responding to the student voice, supporting community building and engagement activities to foster students' sense of inclusion and processes/projects for enhancing students' university experience.

The Administrator will have primary responsibility for 1) managing the modular survey process, including data handling, guidance, communications and reporting 2) managing and administering extra-curricular events programmes and communications, and 3) supporting with student experience administration and enhancement activities.



1. Main Duties and Responsibilities

Managing Modular Surveys

- Lead and oversee the entire modular survey lifecycle, including data gathering, uploading, scheduling, and troubleshooting in EvaSys.
- Providing guidance to professional and academic staff on the modular survey process, including delivering training sessions and creating/updating guidance materials.
- Collaborate with internal stakeholders and the external technical team to ensure smooth survey execution and resolve any issues efficiently.
- Creating and delivering a comprehensive communications plan for students and staff to increase survey response rates.
- Monitor staff reflections that are sent to students based on feedback received, work with programmes to improve frequency and quality, and report on good practice and areas for enhancement.
- Systematic qualitative analysis of free-text survey comments and reflections to inform work to improve student experience.
- Writing and disseminating clear modular survey reports (including qualitative and quantitative data) in collaboration with the Student Experience team.

Managing community building activities and communications

- Managing extra-curricular events programme, including coordination of events, promotional activities, and payment processes.
- Coordinating events aimed at increasing student-staff social engagement to foster students' sense of belonging in the community.
- Collaborate with the communications team to develop and deliver student communications campaigns to showcase and raise awareness of support services, opportunities, activities and enhancement work amongst students.
- Organisation of student induction materials, information and activities, including drafting communications and delivering presentations to students, in collaboration with other colleagues.
- Maintain the Student Experience webpages, including drafting written content.

Student Experience Administration

- Provide secretariat support for groups, committees and forums ensuring effective meeting management and follow-up.
- Provide student-centred information, advice and guidance through the creation and maintenance of guidance documentation (e.g. student updates, process maps, user guides).



- Work with the Student Experience team to develop and maintain common standards for student support across the institution.

General

- To undertake training and staff development as appropriate to the grade and nature of the post.
- Provide administrative support at the student reception desk on a rota basis, handling inquiries and assisting students as needed.
- To be a flexible member of Education Operations team in advising and assisting other team members e.g. explaining policies and procedures.
- To undertake other duties as may be requested by line manager and are consonant with the grade of the post.
- To contribute to the good practice and standardisation of procedures across the university.
- Commitment to continuous improvement of processes across Education Operations and be willing to take on additional projects that will be directly informing student experience enhancements.

It is expected that staff working with St George's School of Health and Medical Sciences, will be involved in our mentoring and tutoring activities, as appropriate, as well as supporting admissions, student recruitment and access and widening participation activities (MMI interviews, Open Days, school visits, clearing etc) where applicable. All academic staff are expected to act as a personal tutor.

You are also expected to undertake other activities appropriate to your grade as directed by your manager. This job description reflects the present requirements of the post. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder from time to time. City St George's, University of London aims to provide opportunities for all its employees to develop the skills required to be successful in their role and to further develop their careers.

St George's School of Health & Medical Sciences, University of London, is committed to the [San Francisco Declaration on Research Assessment \(DORA\) principles](#).

• Special Factors

Whilst this is a flexible role, it is expected that the post holder would work on site approximately **three days per week**, in line with the university policy.



Person Specification

Criteria	Description	Essential/Desirable	How it is to be tested
Qualifications	Educated to degree level or with an equivalent level of professional experience	E	AF
Experience	Previous experience of working within a Higher Education organisation	D	SS1, AF
	Building effective working relationships to achieve sustained positive outcomes	D	SS2, INT
	Writing clear and succinct reports based on different sources of data	E	INT
	Delivering broad-ranging projects to deadlines	E	INT
	Experience of running and promoting student surveys	D	AF, INT
	Supporting and servicing meetings	D	AF, INT
	Working in a student experience-related team	D	AF, INT
Knowledge/ Skills	The ability to carry out psychometric and language tests	E	SS3, INT
	Excellent communication and interpersonal skills	E	SS4, INT
	Competent use of Microsoft Office tools, specifically Excel and Word.	E	ST
Personal Attributes	Flexible	E	INT
	Empathetic	E	INT
	Enthusiastic	E	INT

	Committed to embedding practices which embrace diversity and promote equality of opportunity	E	SS5, INT
	<i>Committed to Continuing Professional Development (CPD)</i>	E	INT

Key:

PQ=Prerequisite Qualification, AF=Application Form, CV=Curriculum Vitae,
SS=Selection/Supporting Statements, ST=Selection Test/Presentation, INT=Interview

Note: Elements marked SS (Supporting Statements) in the Person Specification will be highlighted in Step 6 (Supporting Statements) on the online application form. Applicants' answers to Step 6 are an essential part of the selection process. Applicants should write individual supporting statements to demonstrate how their qualifications, experience, skills and training fit each of the elements highlighted in this section.

Applicants should address other elements of the Person Specification in Step 7 (Additional Information). Shortlisting will be based on applicants' responses to Step 6 **and** Step 7. Therefore applicants should complete both sections as fully as possible on the online application form.

Date: March 2025



About City St George's, University of London

City St George's, University of London is the University of business, practice and the professions.

City St George's attracts around 27,000 students from more than 150 countries.

Our academic range is broadly-based with world-leading strengths in business; law; health and medical sciences; mathematics; computer science; engineering; social sciences; and the arts including journalism, dance and music.

In August 2024, City, University of London merged with St George's, University of London creating a powerful multi-faculty institution. The combined university is now one of the largest suppliers of the health workforce in the capital, as well as one of the largest higher education destinations for London students.

City St George's campuses are spread across London in Clerkenwell, Moorgate and Tooting, where we share a clinical environment with a major London teaching hospital.

Our students are at the heart of everything that we do, and we are committed to supporting them to go out and get good jobs.

Our research is impactful, engaged and at the frontier of practice. In the last [REF \(2021\)](#) 86 per cent of City research was rated as world leading 4* (40%) and internationally excellent 3* (46%). St George's was ranked joint 8th in the country for research impact with 100% of impact cases judged as 'world-leading' or 'internationally excellent'. As City St George's we will seize the opportunity to carry out interdisciplinary research which will have positive impact on the world around us.

Over 175,000 former students in over 170 countries are members of the City St George's Alumni Network.

City St George's is led by Professor Sir Anthony Finkelstein.



St George's School of Health and Medical Sciences currently offers a range of employee benefits:

Salary: £34,132 pa, (pro-rated for part-time staff). The salary range for **Grade 5** is £34,132 – £41,671 and appointment is usually made at the minimum point.

Hours: 35 hours per week which can be done flexibly in various ways or part time/job share can also be considered. Staff are expected to work the hours necessary to meet the requirements of the role and this will be dependent on the service area.

Annual leave: 30 days per annum. Plus eight UK public holidays and four days when City St George's, University of London is closed (usually between Christmas and New Year). Part time staff receive a pro rata entitlement.

Pension: Membership of competitive pension schemes with generous employer contribution and a range of extra benefits.

[Superannuation Arrangements of the University of London \(SAUL\)](#)

[London Pension Fund Authority \(LPFA\)](#)

[Universities Superannuation Scheme \(USS\)](#)

[National Health Services Pension Scheme \(NHSPS\) \(existing members only\)](#)

Flexible working Flexible working, including part-time or reduced hours of work, opportunities to work from home for many posts, compressed hours and local flexibility in agreeing start and finish times of work.

Travel City St George's, University of London offers an interest free season ticket loan and participates in the [Cycle to Work Scheme](#).

Gift Aid If you would like to make a tax-free donation to a charity of your choice, this can be arranged through our Payroll.

Sports and Leisure Facilities Rob Lowe Sports Centre, situated on the St George's Healthcare NHS Trust site offers exercise facilities that can be utilised by City St George's, University of London staff.

Within walking distance from St George's is Tooting Leisure Centre. Facilities include a swimming pool, gym and various exercise classes. The Centre offers staff an all-inclusive corporate membership. For more information please contact [Tooting Leisure Centre](#).



Shops and facilities There are a number of shops and facilities situated on site including ATMs, student bar and shop, Pret a Manger, M&S Simply Food store, library and multi-faith room.

Informal enquiries

Informal enquiries may be made via email to: experience@sgul.ac.uk

Making an application

All applicants are encouraged to apply online at <http://jobs.sgul.ac.uk> as our system is user friendly and the online application form is simple to complete. Please note that CVs only will not be accepted.

For any accessibility issues please contact hrhelp@sgul.ac.uk

Closing date: 25 March 2025

Interview date will be 7 April 2025. As shortlisted candidates will be notified by email, it is imperative that you provide an email address that is accessed frequently.

Please quote reference **701-25-R**

We are delighted that you are interested in working at St George's School of Health and Medical Sciences. You will be notified of the outcome of your application by email. We aim to respond to all candidates within 5 weeks of the closing date of the vacancy.

