

Job Details		
Job Title:	Student Experience Coordinator	
School/Dept/Institute & Centre:	QMUL Malta Ltd.	
Reports to:	Student Experience Manager (with a dotted line to Head of SAPS)	
Salary:	€24,694.12 - €26,764.12	Full Time Reduced: 35 hours per week
Appointment Period:	Indefinite	
Current Location:	Gozo, Malta	

### Job Context

In addition to the home campuses in London, Queen Mary University of London (QMUL) also operates from its own state-of-the-art, custom-built campus in Gozo, Malta. In 2017, QMUL launched a 5-year Bachelor of Medicine, Bachelor of Surgery (MB BS) programme in Malta. Up to 60 students a year will be accepted onto this 5-year programme.

This is an exciting time to join QMUL Malta: we moved into our flagship campus building in October 2019, and now have unrivalled facilities for staff and students alike. Our campus is located on the grounds of Gozo General Hospital, in the centre of Victoria, the capital of Gozo.

We are now seeking to appoint a highly organised, flexible, and motivated individual with a *can-do* attitude to the role of Student Experience Coordinator. Working as part of the Student Experience team the post holder will provide wide-ranging administrative, planning, and implementation support to the Student Experience Manager to deliver a high-quality student experience to all students throughout the student journey, from pre-enrolment to post-graduation.

### Job Purpose

The post holder will work closely with, and report to, the Student Experience Manager and will make a direct contribution to students' lives by helping to deliver a high-quality student experience. The student experience covers a broad range of functions and the post holder will play a key role in supporting students directly, as well as supporting colleagues in delivering student experience initiatives. The post holder will achieve this by:

- Providing administrative, planning, and implementation support to the Student Experience Manager in all aspects of the student experience delivery.
- Assisting students in various aspects of student life in Malta, including arrival and settling in Malta, regulatory issues, and on-campus support.
- Contributing to the planning, development, and implementation of extra-curricular activities both on and off campus.
- Providing students with support and guidance via email, telephone and face-to-face on a range of areas that complement their academic journey.
- Working closely with colleagues in Admissions and marketing, Quality Assurance, Student Support, the Student Office, and our Students' Union to continually improve the student experience.

### Main Duties & Responsibilities

1. Assist students with a broad range of issues throughout their student journey in Malta, including residency guidance, housing, bank accounts, local regulations, and services in Malta.
2. Support the Student Experience Manager in delivering the student-centred extra-curricular programme, including coordinating arrangements for student events, contributing to event planning, venue/catering bookings, and on-the-day assistance.
3. Under the guidance of the Student Experience Manager, work closely with the Students' Union/BLSA to ensure the student voice is always heard and that key student representative and officer posts are available in Malta.
4. Lead (under the supervision of the Student Experience Manager) on the setup, delivery, and clearing up of the University's regular offerings of small-scale student events on campus – utilising the resources of student ambassadors, representatives, and the facilities team to do so.
5. Assist with the arrangements for student welcome, induction, and freshers' week.
6. Provide administrative and organisational support to the Student Experience Manager in all aspects of student experience delivery, and to the wider student-facing team when required.
7. Assist in developing and delivering a comprehensive student sports programme in Gozo.
8. Support the Student Experience Manager in implementing the joint QM-Malta/BLSA-Malta student volunteering scheme.
9. Contribute to and administer student feedback mechanisms such as surveys and focus groups.
10. Working under the guidance of the Student Experience Manager, increase community engagement through student-focused initiatives, ensuring alignment with continuous improvement and business development strategies.
11. Working alongside our Students' Union, implement Malta-centred training and development sessions for student representatives and officers.
12. Assist in the recruitment, administration, and management of Queen Mary Student Ambassadors.
13. Work with the Student Experience Manager to support the updating of existing procedures and provide recommendations for improvement.
14. Work with the Curriculum Operations and Quality Manager and the Quality Administrator to ensure quality assurance issues are relayed between staff and the student body in an agile manner.
15. Assist the Student Support Office (SAPS) with the planning, setup, and delivery of student well-being activities and initiatives, and be a key point of contact between SAPS, Student Experience and the Student Union.
16. Contribute to work streams or elements of larger projects under the direction of the SE Manager.

# Job Profile

## Job Description

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The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager.

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

# Job Profile

## Person Specification

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

**E – Essential:** Requirements without which the job could not be done.

**D – Desirable:** Requirements that would enable the candidate to perform the job well.

Requirements	Essential / Desirable
<b>Qualifications</b>	
GCSE/O level or equivalent in English and Maths	Essential
Educated to A-level or equivalent standard	Essential
2 years experience in an equivalent relevant role	Essential
<b>Knowledge and Experience</b>	
Experience in building strong working relationships with a range of internal colleagues and external stakeholders	Essential
Experience in resolving queries and maintaining a high level of professionalism and/or customer service	Essential
Experience in providing administrative support for a wide range of successful projects and processes	Essential
Experience in responding independently and dealing with unforeseen problems and circumstances	Desirable
Experience in delivering several tasks simultaneously and managing conflicting deadlines	Essential
Experience in working within established regulations and ensuring compliance with policies and procedures	Essential
Experience in delivering events or activities	Desirable
Experience in administering surveys and/or focus groups	Desirable
<b>Skills/Abilities</b>	
Excellent oral and written communication skills	Essential
High level of IT skills, and digital competency, including MS Office 365 (Teams, Word, Excel, SharePoint etc.)	Essential
Excellent organisational and time-management skills, ability to manage own workload	Essential
Good interpersonal skills, ability to show empathy, awareness and understanding to others and be able to work with tact and confidentiality when dealing with sensitive/confidential issues	Essential
Teamwork and building collaborative partnership	Essential
Flexible, adaptable, and able to learn new skills and procedures as required	Essential
Attention to detail and accuracy	Essential
Willing to work outside of regular office hours from time to time, for example, to facilitate student events or at peak times of the annual student cycle	Essential