

# Student Experience Coordinator

## Job Description

<b>Department:</b>	Membership
<b>Reports to:</b>	Head of Student Experience
<b>Direct Reports:</b>	None
<b>Key Relationships:</b>	Head of Student Experience Student Engagement Manager Research Analyst Engagement Managers Engagement Execs Marketing Exec Social Media Exec
<b>Location:</b>	Corby or London, with a flexible approach



## Company profile

CMI works with business, government and education partners to inspire people to unleash their potential and become skilled, confident and successful managers and leaders. CMI has a membership community of 130,000 people in the UK and internationally including a growing community of more than 80,000 students.

Backed by a unique Royal Charter, CMI is the only organisation able to award Chartered Manager status - the ultimate management accolade, which is proven to boost individuals' career prospects, management capability and impact in the workplace.

CMI is one of the top 100 not-for profit Sunday Times Best Companies and is an 'Investors in People' Gold award organisation, a standard achieved by just 7% of IIP-recognised organisations in the UK.



## Job Purpose

The Membership Directorate, where this role is based, has ambitious plans to significantly grow membership and ensure a market-leading student and member experience. We have a growing community of more than 80,000 students studying from levels 3-7, in a wide range of educational settings - including universities, FE, private training providers and employers - and covering all ages, from 18-60+.

We are currently seeking a Student Experience coordinator to support the delivery of our student engagement strategy. This person will play a key role in advocating for, and helping to deliver, improvements in the student experience as evidenced by increased engagement with CMI resources

Student Experience Coordinator role, August 2019

and support, and improving satisfaction rates. This role will play an integral part in helping to deliver on one of our strategic organisational KPIs to grow our membership community by converting completing students into full membership.



## Key responsibilities

- Supporting the team to deliver an excellent student experience as evidenced by increased engagement with CMI resources and improving satisfaction.
- Working closely with the partner engagement team on developing and delivering engagement plans that support student engagement using virtual and digital approaches.
- Evaluating our activities to ensure we're delivering maximum value to our students. This role will be heavily involved with gaining and acting upon student feedback.
- Supporting the administration and project management of the Student Ambassador Programme.
- Supporting the delivery of engaging student events.
- Supporting the delivery of our student communications strategy.
- To deliver the KPIs of the team in line with the wider aims and objectives of the department, directorate and CMI.
- Be a credible ambassador for CMI, role modelling CMI values and its professional code of conduct.
- Ensure that all CMI resources are utilised effectively and responsibly, through a culture of continuous improvement which delivers value for money and quality service standards.
- Fulfil the key responsibilities of the job role in a professional manner adapting to changing circumstances and re-prioritising accordingly.



## General Responsibilities

- Adding value to CMI's relationships by using innovative approaches to product/service and positioning.
- To ensure that efficient methods of delivery are built into all planning and objectives.
- To work collaboratively with peers and internal and external customers.
- To adhere to CMI's Customer Service Charter.



## Who we are looking for

To be successful in your application you will need to demonstrate that you:

- Have an interest in student engagement, employability and the value of lifelong learning and professional development.
- Are self motivated with excellent organisational and planning skills and an ability to organise and deliver on multiple tasks running concurrently.
- Are a strong problem solver who is responsive to change and comfortable working with ambiguity.
- Have the ability to interrogate research and data to ensure our engagement activities are evidence based.
- Take a creative and innovative approach - with a continuous interest in finding new and better ways of doing things.

- Are a real team player, with a demonstrable ability to build strong relationships and work collaboratively with internal and external stakeholders.
- Are self-aware with a commitment to personal development.
- Are flexible, adaptable and responsive to change.
- Experience of successful student/ member engagement activities is desirable but not essential.

*The CMI approach is to work collaboratively and flexibly and you may be required to take on additional responsibilities as and when required to support the business*

*It is your responsibility to ensure that your own professional development and knowledge of CMI products and services are fully up-to-date at all times and you should optimise all CMI resources available to you as well as make your line manager aware of any training required to enable this.*

*CMI is an equal opportunities employer. You should be committed to ensuring that within the framework of the law, that our workplaces are free from unlawful or unfair discrimination as defined by the Equality Act 2010.*

**Name**.....

**Signed**.....

**Date**.....