

Job Title:	Student Insight Team Member
Unit/School:	Quality Enhancement Directorate
Grade:	1A/B
HERA:	QED66

Core purpose of role

The Student Insight Team primarily exists to assist the Quality Enhancement Directorate with work that requires student involvement, or which would significantly benefit from having students involved. The kind of work carried out by the Student Insight Team is typically related to quality assurance processes, such as reading and reviewing information about how Cardiff Met's degree programmes are structured. The role could also include hosting focus groups, gathering student feedback, or assisting the Student Partnership Team with analysis of this feedback.

Other tasks do arise sporadically and can be working directly with the QED team or other university departments. These might involve anything from graphic design to re-organising digital files to speaking at QED events. You can opt into these kinds of tasks when you feel your skill set is suitable.

Key responsibilities and contributions

As this role is one that casual and can encompass various tasks, a full set of specific role responsibilities and contributions is not possible. However, we would expect all members of the team to:

- Be an active and flexible member of staff within the Quality Enhancement Directorate.
- Attend staff development and training sessions as required.
- Assist with a wide range of projects according to need and/or your skill set.
- Deliver and/or support the delivery of sessions which engage with students directly, behaving in a supportive and enthusiastic manner.
- Communicate effectively and appropriately with students and staff, to ensure that work is understood and delivered on time.
- Review quality assurance documentation and provide feedback to relevant staff members in a timely manner.

- Uphold confidentiality, where necessary, in all processes you are involved in.
- Be able to work flexibly across both campuses, or from home as required.

Person specification

Essential qualifications / Professional memberships

- Must be a current student studying at Cardiff Metropolitan University.

Essential experience, knowledge and skills

1. Knowledge of, or willingness to develop knowledge of, student partnership, student voice or student engagement initiatives available to students.
2. Knowledge of, or willingness to develop knowledge of, equality, diversity, and inclusion issues.
3. Effective verbal and written communication skills, including the ability to evaluate information and provide feedback.
4. Good time management and organisation skills.
5. Ability to work independently or in a team, including working with both fellow students and staff.
6. Ability to deal with confidential information or other sensitive situations, following appropriate guidance/protocol.
7. Willingness to develop knowledge of and follow health and safety protocols, within the appropriate bounds of the role.
8. Willingness to speak with other students about their experiences at university and their feedback.

Desirable

1. Experience with qualitative or quantitative data analysis, or a willingness to learn how to analyse data.
2. Experience with graphic design, photography, or other types of creative/design work.
3. Willingness to/experience of delivering presentations or leading focus groups, particularly in an enthusiastic and friendly way.

Welsh skill requirements

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: [Welsh language skills levels](#). If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.

Language level and general descriptor	Listening	Reading	Speaking	Writing
A1 – Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable
A2 - Basic user Can deal with simple, straightforward information and communicate in basic Welsh.	Desirable	Desirable	Desirable	Desirable
B1 - Intermediate user Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.	Desirable	Desirable	Desirable	Desirable
B2 - Upper intermediate user Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.	Desirable	Desirable	Desirable	Desirable
C1 - Fluent user Can communicate fluently in Welsh.	Desirable	Desirable	Desirable	Desirable
C2 - Master user Can communicate fluently on complex and specialist matters in Welsh.	Desirable	Desirable	Desirable	Desirable

Disclosure & Barring Service requirements

This post requires does not require a DBS check.

Supporting information

The University is a dynamic organisation and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.