

Job Description and Person Specification

Job Title: Research & Insight Lead (Student Experience & Access Projects)

Contract: Fixed term – 6 Months

Location: Hybrid – GUSRC Offices / Remote

Salary: £ 27,319 p/a – (pro-rata p/t 0.5 FTE, 6 months)

Reports to: Chief Executive

Job Purpose

This role supports GUSRC's commitment to improving the student experience across diverse cohorts. The Research & Insight Lead will carry out two key pieces of research:

1. Transnational Education (TNE): Investigating the support and representation needs of students enrolled on University of Glasgow TNE programmes — particularly Chinese-based students — and comparing these with services accessible to Glasgow-based students.
2. Clubs & Societies Room Access: Exploring the barriers student groups face when accessing suitable rooms and facilities across the University estate, identify inconsistencies in practice, approach, and organisational culture. Make recommendations for change in University approach in order to increase transparency, equity, and access to our diverse student clubs and societies.

Key Responsibilities

1. TNE Support & Representation Research

Review University partnership agreements (e.g., UESTC, Nankai) to identify stated obligations regarding student support, representation, and access to independent advice.

Assess whether students based overseas receive comparable access to independent advice and advocacy — including support for academic appeals, complaints, academic misconduct cases, and other University procedures — as provided on the Glasgow campus through the SRC Advice Centre.

Compare actual provision for TNE students against Glasgow campus provision, noting where it meets, exceeds, or falls short of equity of experience.

Identify structural, procedural, or cultural barriers to TNE students accessing independent representation and advice.

Benchmark practice against other UK institutions delivering TNE programmes, focusing on how they ensure independent student support for formal processes.

Analyse whether existing University and partner arrangements meet reasonable obligations for parity of student experience and highlight any gaps in provision.

Draft a report with evidence-based recommendations on how the University and SRC can strengthen support so that TNE students have equivalent, independent, and accessible advice and representation.

2. Clubs & Societies Room Access Research

Design and conduct research into current University room booking policies and processes across different buildings on campus.

Gather evidence from society/club committees and relevant staff (e.g., surveys, interviews, focus groups).

Identify barriers to access (procedural, technical, logistical, cultural).

Map types of space available, usage restrictions, and allocation practices.

Analyse findings and produce a report with actionable, student-focused recommendations.

Present findings to GUSRC senior staff and University stakeholders.

3. General

Ensure all research follows ethical protocols, including anonymity, data protection, and transparency.

Maintain clear records of findings and work collaboratively with GUSRC staff for guidance and support.

Person Specification

Essential

Strong research and analytical skills (qualitative and/or quantitative).

Clear and sensitive communicator — verbally and in writing — with a range of stakeholders.

Experience conducting interviews, surveys, or focus groups.

Ability to manage time, work independently, and meet deadlines.

Commitment to inclusivity, equality, and enhancing the student experience.

Desirable

Experience with desk-based or comparative research.

Familiarity with HE contexts.

Knowledge of TNE environments or international student experience.

Awareness of the contributions Clubs and Societies make to the student experience.

Proficiency with tools such as Microsoft Forms, Excel, or survey analysis platforms.

Support and Supervision

The post will be overseen by the GUSRC's Chief Executive with supervisory support by the Deputy Chief Executive and Head of Advice.

Closing date Friday 22nd August 4pm