**Job Description**

|  |  |
| --- | --- |
| Job Title: | Into-University Outreach Officer |
| Faculty/Department: | Student Recruitment and Marketing Directorate |
| Subject Group/Team: | Schools and Colleges Engagement |
| Duration: | Fixed Term |
| Job Family: | Administration |
| Pay Band: | 6 |
| Benchmark Profile: | Administrator Band 6 |
| DBS Disclosure requirement: | Enhanced |
| Vacancy Reference: | SR1056 |

**Details Specific to the Post**

**Background and Context**

The Schools and Colleges Engagement Team (SCE), within the Student Recruitment and Marketing Directorate, has institution-wide responsibility for undergraduate recruitment and outreach in the UK and works to build and nurture strong partnerships with schools, colleges and other agencies.

The team’s focus is to recruit students to the University, together with the development and management of outreach and widening participation initiatives on and off campus with targeted schools and colleges. SCE develop activity in support of increasing participation in HE by providing advice and guidance about higher education to prospective students and their parents and give presentations to a variety of audiences in schools and colleges.

Into- university are a registered charity with centres across England with the aim to support children’s education in the most disadvantaged parts of the Humber region and raise aspirations for higher education amongst those least likely to progress to university. The University of Hull, University of York and Into University will work collaboratively on supporting young people in particular areas of high deprivation within their own community. The first centre in the Humber, opens to students in October 2022 in East Hull

The work does involve some travel, including between universities and the Into Centres and will include working evenings and weekends when required.

### Specific Duties and Responsibilities of the post

The Into-University Outreach Officer is expected to contribute to all outreach activities on and off campus and represent the university effectively to all stakeholders as and when required, but will particularly focus on supporting the Into University work through the following activities:

* Be responsible for the coordination and liaison of the work between the University of Hull, University of York and Into University. This will include liaison with faculty academics and other key staff.
* Responsible for the necessary administrative tasks for outreach activity (including: procurement, arranging travel, room bookings, catering etc)
* Take the lead with the development and delivery of widening participation initiatives (when applicable) on or off campus, ensuring activities are well organised and resourced.
* Take part in the development and implementation of sustained, progression partnerships programmes from primary through to post-16 target groups in partner schools and colleges
* Develop learning resources, information and publicity materials to support WP activity using a variety of media
* Establish and develop links between the university and other groups of students currently under-represented in HE to provide information, advice and guidance and options about study in higher education, to promote further progression
* Help to promote a university-wide approach to the delivery of WP activities, optimising efficiency and ensuring co-ordination, by developing close and productive relationships with academic faculties and departments (e.g. Fair Access and Uni-connect) to enhance University WP in schools and their communities
* Contribute to the WP evaluation and monitoring strategy to evaluate the activities of the service by collating feedback and analysing participant data and producing regular reports as required in a timely and efficient manner.
* Provide support to colleagues in the department to ensure the effective and efficient delivery of the SCE service
* Assist in the recruitment and training of a group of student ambassadors that will support all outreach activity
* Undertake any other duties commensurate with the grade

**GENERIC JOB DESCRIPTION**

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

### Overall Purpose of the Role

* The role holder:
  + Will have practical working knowledge of the systems, processes and procedures across a section or area of work
  + Will plan and prioritise own work and may be required to supervise the work of others and monitor progress within agreed objectives ensuring the effective use of resources
  + Will be expected to contribute to longer term developments within the department such as implementing improvements to working methods, policies and procedures
  + May have detailed knowledge of specialist systems and/or a broad understanding of a wide range of activities. This knowledge is gained by extensive practical experience and/or through formal instruction
* The work requires the use of initiative and judgement on how to address and resolve problems with minimal guidance and instructions from senior colleagues.

**Main Work Activities**

### Communication

1. Provide advice and guidance to managers, staff, students and visitors
2. Deliver established presentations to communicate information across Faculty/Dept/University
3. Attend meetings to report on information/data
4. Take notes and produce formal minutes at meetings when required
5. Format and edit publications
6. Draft and type formal documentation

### Teamwork

* May be required to supervise the work of others
* Provide advice and guidance to other members of the team

**Liaison and Networking**

* Represent the University at various events and working groups
* Co-ordinate with other Faculties/Departments to develop and maintain communication channels to enhance service provision and ensure best practice is followed

### Service Delivery

* Provide administrative support to colleagues including academic and administrative staff
* Provide administrative support to specific projects as required
* Manage small projects that contribute to improving service delivery
* Identify, develop and manage office systems to improve the efficiency and effectiveness of the Department
* Administer and monitor procedures to ensure effective delivery of the service

### Planning and Organisation

* Organise and represent the area and University at events
* Plan and monitor the work of others
* Co-ordinate departmental processes in conjunction with senior colleagues
* Expected to organise, prepare and service committees as appropriate
* Contribute to the longer term operational planning of the Faculty/Department

### Analysis/Data Inputting

* Record data and produce regular reports as required using Microsoft Office, other software and corporate systems
* Create spreadsheets to record relevant information
* Maintain, monitor and interpret information
* Provide and analyse statistical information to be included in relevant reports
* Use databases (internal/external) to support the work of the department
* Record data as required using Microsoft Office, other software and corporate systems
* Produce reports for routine analysis

### Additionally the post holder will be required to:

* Fulfil the employees’ duties described in the University’s health and safety policies and co-operate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, departmental safety officer, fire warden
* Show a commitment to diversity, equal opportunities and anti-discriminatory practices This includes undertaking mandatory equality and diversity training
* Comply with University regulations, policies and procedures

**COMPETENCY SPECIFICATION**

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

**The Competencies set out below are essential and are core requirements** needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

|  |  |  |
| --- | --- | --- |
| **Competency** | **Identified by** | |
| **Knowledge and Experience** |  | |
| Has an HND in relevant area or equivalent qualification and/or experience.  Has substantial experience of working in a school environment and/or with young people  Has some experience of recruitment/WP and event management within an HE environment or similar  Can demonstrate an understanding and appreciation of current issues in higher education especially those concerned with recruitment, admissions and WP  Evidence of experience in covering a broad range of administrative tasks. | **Application/Interview**   |  | | --- | | **Application/Interview**  **Application/Interview**  **Application/Interview**  **Application/Interview** | | |
| Can demonstrate the ability to use a broad range of products from the Microsoft Office suite and have the ability to learn new systems and software. | **Application/Interview** | |
|  |  | |
| Has an active approach to continuing professional development/undertaking training as appropriate for personal and professional development. | **Application/Interview** | |
| **Communication (Oral and Written)**  Can demonstrate the ability to provide information in a suitable format so that the others’ needs are met and adjusts the level of content to help others understand. | | **Application/Interview** |
|  | |  |
| **Teamwork and Motivation**  Can demonstrate the ability to delegate work to others and/or help to build co-operation to deliver team results. | | **Application/Interview** |
|  | |  |
| **Liaison and Networking**  Can demonstrate the ability to make contact with others to ensure that information is exchanged and circulated appropriately to the right person at the right time. | | **Application/Interview** |
|  | |  |
| **Service Delivery**  Can demonstrate the ability to seek ways to improve and adjust current levels of service. Deals with complaints and initiates contact with customers to obtain their reactions and views about the service and future needs. | | **Application/Interview** |
|  | |  |
| **Planning and Organisation**  Can demonstrate the ability to ensure that the work is carried out effectively and that resources are available to meet demand. Identifies the need for further action and resources by monitoring progress. | | **Application/Interview** |
|  | |  |
| **Initiative and Problem Solving**  Can demonstrate the ability to use initiative to recognise problems and offer solutions. | | **Application/Interview** |
|  | |  |
| **Analysis/Reporting**Can demonstrate the ability to identify and use a range of data, with the ability to combine various data types to produce reports and perform basic analysis. | | **Application/Interview** |