

JOB DESCRIPTION

Job Title: Outreach Officer

Grade: SG5

Department: Outreach, Recruitment and Admissions

Responsible to: Outreach Project Lead

Responsible for: N/A

Key Contacts: UK Student Recruitment Team, Admissions Team, Administration and Finance Officer, Student Ambassador Team

Standard Occupational Classification (SoC code): TBC

Non-Contractual Nature of Role Profile: This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

PURPOSE OF ROLE

The Outreach Officer will be responsible for supporting the development and delivery of the university's refreshed schools, colleges and community outreach strategy. This will be through assisting with the creation and delivery of new dedicated resources, activities and events and providing operational support.

KEY ACCOUNTABILITIES

Team Specific:

- To assist with the creation and development of new reputational and enhanced outreach resources and activities and collaborative initiatives for school/college students, parents, teachers, and advisers.
- To support the operational aspects of key outreach projects to enable the achievement of relevant student recruitment and widening access targets.
- To deliver reputational and sustained outreach activities both in person and online which includes HE Workshops, Great Skills programme, Big Ideas and subject-specific workshops to a variety of audiences, which support young people to make informed choices.
- To make all necessary arrangements for these activities and events as instructed including use of developed resources, updating these when necessary, as well as booking of student ambassadors, and any other arrangements.

- Organisation and coordination of teacher and adviser communications plan, including the creation of content for the newsletter and social media content.
- Effectively organising Outreach and Educational Partnerships (OEP) student ambassador pool, assisting with the training and development of student ambassadors, including the supervision of SAs when required.
- To maintain a good knowledge of the UK education system as a whole and higher education, to give accurate advice and information to potential students, parents, teachers etc.
- Collect, organise, and maintain accurate data to support tracking, impact assessment and reporting of the team's activities, supporting with relevant evaluation of activities where required.
- To provide excellent customer service to internal and external stakeholders including schools, colleges, community groups and partner institutions.
- To update the contact database and maintain other records, as necessary.
- Comply with data protection guidelines as set by the Directorate and the University of Greenwich.
- To participate in Clearing and Welcome projects as required.
- To participate in Open Days, including supervising student staff and deputising, as necessary.
- To assist with the delivery of Uni Connect (KaMCOP) projects as required.
- To carry out other duties as specified by the line manager/Head of Outreach and Educational Partnerships.

Managing Self:

- Ability to work on own initiative without constant supervision.
- Ability to use judgment or creativity to resolve relevant challenges, following procedures or guidelines and recognising when to request support from others.
- Ability to work accurately with high attention to detail.
- Ability to proactively identify, discuss and contribute towards resolution of ineffective processes and procedures.
- Ability to work effectively as part of a team, being supportive of and encouraging others and showing a flexible approach to deliver team results.
- Should be familiar with the overall work of the Directorate and understand their role within that wider context and use their expertise and knowledge to share information with other areas of the office and university.
- Actively seeking awareness of own world view, positive attitudes towards cultural differences, and knowledge of different cultural practices to inform cross-cultural working, communication and problem solving. (I.e., cultural competence)

Core Requirements:

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety and Data Protection Legislation.
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.
- All Outreach, Recruitment and Admissions staff are expected to adhere to the University and local safeguarding policies, and we operate safer recruitment practices to roles in this team, reserving the right to reject any applicants who are deemed unsuitable to work with children, young or vulnerable people, at any point in the recruitment process. This role is subject to an enhanced DBS disclosure.

Additional Requirements:

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that Outreach and Educational Partnerships Team delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- Increased numbers of interactions and activities including effective data capture and evaluation with target schools, colleges and community groups.
- Increased engagement from teachers, advisers and key school/college stakeholders through effective communications (email communications, social media.)
- Applications and enrolments to the University overall and from our network of schools and colleges.
- Higher number of students with widening access needs engaged.

KEY RELATIONSHIPS (Internal & External):

- Directorate of Marketing and External Relations staff
- Academic (faculty) staff.
- Student Ambassadors.

- School, college and community group staff, including teachers, subject leaders and careers advisers.
- Staff at partner organisation.

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Higher Education experience
- Knowledge of the UK education system
- Knowledge of UCAS

Desirable Criteria

- Experience of navigating blended learning
- Organising and delivering events
- Experience of working with students from widening participation backgrounds

SKILLS:

Essential Criteria

- Using cultural competence to inform cross-cultural working, communication, problem solving and decision making.
- Able to work both individually and as part of a team, with the ability to cooperate, negotiate and be flexible.
- Able to operate independently and show initiative without constant supervision.
- Able to deliver presentations and workshops to various audiences • Confident and critical use of information and digital technologies • Organisation and administrative skills.
- A range of IT skills (especially Microsoft Excel, MS Teams and Outlook) and ability to take on skills to work with bespoke systems.
- Ability to work accurately with high attention to detail and data processing skills, able to collect, collate and organise data in preparation for monitoring and reporting.
- Interpersonal and communication skills.
- Commitment to providing excellent customer service.

Desirable Criteria

- Full UK driving licence and access to own vehicle

QUALIFICATIONS:**Essential Criteria**

- N/A

Desirable Criteria

- Teaching qualification
- Degree or other level 6 equivalent

PERSONAL ATTRIBUTES:**Essential Criteria**

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful.

Desirable Criteria

- N/A