

JOB DESCRIPTION

Job Title: Senior Engagement Officer (Student Success)

Grade: SG6

Department: Vice Chancellor's Office

Responsible to: PVC Education

Responsible for: N/A

Key Contacts: DVC and Provost, Strategic Student Success Projects Lead, Faculty Senior Leadership Teams, Projects Manager, Senior Internal Communications and Engagement Manager, Head of Corporate Communications, Associate Director of Evaluation, Executive Director of Student and Academic Services.

Standard Occupational Classification (SoC code): N/A

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 University of Greenwich has an ambitious strategy to 2030 entitled 'This is Our Time'. The Student Success Sub-Strategy is a key enabler of the overall strategy, which focuses on delivering Education without Boundaries. A key part of delivering the Student Success Sub-Strategy is ensuring that colleagues in the faculties and directorates are engaged in contributing to its delivery and are informed about their role and responsibilities through clear project communications.

The Senior Engagement Officer (Student Success) will support the PVC Education in ensuring that the work of the sub-strategy can be delivered through aligned action at all levels and across the institution. They will support the work by clarifying expectations, roles and responsibilities and priorities. They will help to engage stakeholders by communicating the benefits, aims and progress of the work, working in conjunction with project leads, managers and the central internal communications team. They will support the development of material for engagement and governance purposes.

KEY ACCOUNTABILITIES

Team Specific:

- Develop and implement project engagement plans that support the Student Success sub-strategy goals.
- Build and maintain relationships with key stakeholders.
- Ensure the aims of the projects under the sub-strategy are communicated clearly with colleagues in the faculties and directorates who are required to engage with the sub-strategy's various workstreams.
- Support project managers in creating stakeholder management plans that document roles, responsibilities and expectations and ensure all stakeholders are aware of those relating to them.
- Provide advice and guidance on project and change management engagement methodologies, working closely with staff across various departments, and acting as an ambassador for change.
- Update stakeholders on progress, results and changes to plans.
- Monitor feedback from stakeholders and staff, updating stakeholder management plans where necessary and considering the requirement for service-specific messages in addition to general change project messages; recommend appropriate communication interventions to build and sustain the desired level of commitment.
- Develop material for events and meetings, including reports and presentations, to ensure successful delivery and oversight of projects.
- Support the preparation of material for the purpose of project and sub-strategy governance.
- Support the writing of policies and frameworks to ensure clarity of message.
- Gather feedback and insights to inform the delivery of the sub-strategy.
- Monitor and evaluate engagement and communication activities and produce regular reports.
- Collaborate with the central internal communications team to generate and disseminate content across corporate communications channels (e.g. staff and student portals, newsletters)
- Collaborate with the central internal communications team to ensure coordinated, inclusive and accessible communication and engagement practices, and to ensure that communications about the Student Success Sub-Strategy are planned and delivered in alignment with the university's wider internal communications and engagement strategy.
- Collaborate with the university's PR and social media teams on any external communications about the Student Success sub-strategy.

Generic:

- To communicate effectively exhibiting tact and diplomacy dealing with others.
- To support others in a collegiate and effective way.

- Manage workload, prioritising competing work tasks in a timely and efficient manner.
- Develop strategic and effective relationships with colleagues.
- Ensure support, advice and guidance is provided to colleagues as required in a timely manner, supporting an inclusive and accessible learning environment.

Managing Self:

- To engage in personal and professional development activities.
- Motivated to deliver to high standards, working independently and with others.
- Working flexibly, provide cover and collaborative support to colleagues as and when required.
- To be able to work proactively and to deadlines.
- Excellent attention to detail and a drive to provide a high-quality experience for Greenwich students.
- Behave in a manner that reflects the university values and creating a safe, respectful, and equality driven working atmosphere.
- Develop and continuously evaluate relationships of a positive nature with stakeholders.

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.

Key Relationships (Internal and External):

- Line Manager: PVC Education
- DVC and Provost
- Strategic Student Success Projects Lead
- Faculty Senior Leadership Teams
- Projects Manager
- Senior Internal Communications and Engagement Manager
- Head of Corporate Communications
- Associate Director of Evaluation
- Executive Director of Student and Academic Services

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 the successful delivery of the Student Success sub-strategy.

KEY PERFORMANCE INDICATORS:

- These will be set and agreed with the line manager, following appointment and then reviewed periodically.

PERSON SPECIFICATION**EXPERIENCE:****Essential Criteria**

- Experience in project communications or engagement roles.
- Proven experience of developing, delivering and evaluating stakeholder engagement and communications plans to support the delivery of strategic projects.
- Experience of writing for a range of audiences and formats.
- Experience of working with diverse communities and understanding of inclusive and accessible engagement and communication practices.
- Understanding of the complex ecosystem of university systems, protocols, and practices.
- Familiarity with monitoring and evaluation practices to measure impact.
- Experience using Microsoft O365.
- Experience of working collaboratively in and across teams.
- Good knowledge of digital communications and content creation.
- Proven experience of writing high quality reports and presentations for both engagement and governance purposes.

Desirable Criteria

- Experience of policy development.
- Knowledge of change management practices and principles
- Familiarity with risk management techniques and practices

SKILLS:

Essential Criteria

- Excellent written and verbal communication skills.
- Strong interpersonal and relationship skills.
- Ability to translate complex information into clear, engaging content.
- Proficient in using digital tools and platforms
- Strong organisational skills with ability to manage multiple projects and meet deadlines.
- Creative thinking and problem solving.
- Ability to evaluate and enhance own practice.
- Ability to always work collaboratively and professionally with others.
- Ability to work independently.

Desirable Criteria

- Ability to develop material on VLEs.

QUALIFICATIONS:

Essential Criteria

- Educated to degree level with relevant experience in a professional area.

PERSONAL ATTRIBUTES:

Essential Criteria

- Proactive, self-motivated and results driven.
- High attention to detail and commitment to high-quality.
- Approachable, empathetic and culturally sensitive.
- Resilient and adaptable in a fast-paced environment.
- Committed to continuous improvement.
- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful.