

JOB DESCRIPTION

Job Title:	Graduate Outreach Assistant	Grade:	SG4
Department:	UK Student Recruitment	Date of Job Evaluation:	July 2020
Role reports to:	Access & Applications Support Project Co-ordinator		
Direct Reports	None		
Indirect Reports:	None		
Other Key contacts:	Directorate of Communications and Recruitment staff; Admissions staff; Academic staff; School, college and community group staff; Staff at partner organisations		
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 Graduate Outreach Assistant will be responsible for supporting the enhancement of the University's schools and colleges offering. The post holder will support the development of relationships with key schools and colleges across the University's network as the first point of contact. They will provide dedicated resource for operational support through innovative delivery of outreach activities to promote the university, making necessary arrangements, including resourcing of digital channel(s) for delivery, booking of student ambassadors, data collection, evaluation and any other arrangements. The role will support specific projects and work streams which aim to engage and support a diverse audience with targeted work across disadvantaged students throughout the application journey and contribute to deliver commitments and targets set out in our Access and Participation Plan.

KEY ACCOUNTABILITIES:

Team Specific:

- To deliver reputational activities and content online that promote Higher Education, representing the university favourably as a destination of firm choice
- To deliver subject specific outreach projects
- To make all necessary arrangements for these activities as instructed including use of developed resources, booking of student ambassadors, and any other arrangements
- Collect, organise, and maintain accurate data to support tracking, impact assessment and reporting of the team's activities
- To update the contact database and maintain other records, as necessary

- 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 (NCOP) projects as required

Generic:

- To answer promptly all enquiries from schools, colleges, community groups and partner institutions, as the first point of contact with the department
- Support the organisation and implementation of outreach activities, conferences and collaborative initiatives for school/college students, parents, teachers, and advisers
- To develop and 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.
- Comply with data protection guidelines as set by the Directorate and the University of Greenwich
- To carry out other duties as specified by the line manager/Education Support Manager

Managing Self:

- The position is within a team servicing university frontline for enquirers and applicants and involves assisting and supporting a customer centric service. When necessary, this includes being deployed to different teams as required to support business needs
- Ability to work on own initiative without constant supervision
- Ability to work accurately with high attention to detail
- 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.

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.

Additional Requirements:

Undertake any other duties as requested by the Director or their line 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 UK Student Recruitment delivers the required level of service.

Flexible approach to work, with a willingness to travel to events across the UK. This includes evenings and weekends

Must be willing to undertake an enhanced DBS disclosure check. Satisfactory clearance is a prerequisite for this role to work with children and/or vulnerable persons

KEY PERFORMANCE INDICATORS:

- Enhanced Schools and Colleges offering including online engagement and learning opportunities and subject specific content
- Applications and enrolments to the University overall and from our network of schools and colleges

KEY RELATIONSHIPS (Internal & External):

- Directorate of Communications and Recruitment staff
- Admissions staff
- Academic staff
- School, college and community group staff, including teachers, subject leaders and careers advisers
- Staff at partner organisations

PERSON SPECIFICATION	
Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Higher education experience, with an active and substantial contribution to university life • Knowledge of the UK education system • Knowledge of UCAS <p>Skills</p> <ul style="list-style-type: none"> • 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 <p>Qualifications</p> <ul style="list-style-type: none"> • Recent degree or other level 6 equivalent <p>Personal attributes</p> <ul style="list-style-type: none"> • We are looking for people who can help us deliver the values of the University of Greenwich: Excellence, Determination, 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of navigating blended learning <p>Skills</p> <ul style="list-style-type: none"> • N/A <p>Qualifications</p> <ul style="list-style-type: none"> • N/A <p>Personal attributes</p> <ul style="list-style-type: none"> • N/A

Inclusivity, Ambition and Creativity	
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