

ENGAGEMENT ASSISTANT

Job Ref: REQ171246

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

School/Department summary

Marketing and Advancement is an award winning team that coordinates all the University's marketing activities. It includes UK and international student recruitment, corporate communications, web and digital, school outreach, market research, creative services and print, and philanthropy and alumni relations.

Job Description

Job Grade: Administrative Services Grade 4

Job Purpose

To support the delivery of engagement activities across a range of stakeholder groups, including alumni, with a focus on developing opportunities for mutually beneficial relationship building and philanthropy.

Job Duties

- To contribute to the development and delivery of activities to connect with, engage and influence a range of University stakeholders, including alumni – particularly international chapters and volunteer groups – and potential funders.
- To support the development and delivery of creative content for traditional and online channels and to draft copy for a range of outlets, including e-newsletters, websites and print collateral.
- To work closely with the Events Team to support the organisation and management of events, particularly alumni visits to campus.
- To work closely with other University departments and the Students' Union to ensure engagement activities are connected, integrated and amplified across all available outlets, platforms and channels.
- To provide administrative support for key engagement activities, including the preparation of agendas, papers and minutes for the Alumni Advisory Board, Loughborough Sporting Club and the University's Honorary and Distinguished Alumni award processes.
- To manage inputting of data to the alumni database (Raiser's Edge) and to support the Engagement and wider Marketing and Advancement teams by producing data reports and analysis.

- Undertake any other duties as appropriate to the post.

General administration

- To act as first point of contact for enquiries in person, by telephone or by email and to take appropriate action. This will include dealing with University students, staff and alumni, and staff from external organisations.
- To undertake general clerical duties such as organising and supporting meetings, collating papers and documentation, photocopying and filing.
- To provide cover for other colleagues at busy times and in cases of absence, by undertaking such duties and responsibilities which are commensurate with the grade and nature of the post.
- To ensure compliance with relevant University policies and procedures.
- To undertake any training and development deemed appropriate for the position.

Points to note

- The post holder must be willing to work some evenings and weekends as the job requires
- The post holder must be willing to undertake occasional UK travel
- The post holder must dress appropriately for work engagements in smart business attire, unless instructed otherwise.

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Stakeholder Relations Manager

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Experience of working in a busy office environment	1,3
	Experience of creating content for social media, web and other channels and of drafting copy	1,2,3
	Experience of working individually and as part of a team	1,3
	Experience of working with external organisations/ customers/ stakeholders	1,3
Skills and abilities	Excellent interpersonal, organisational, verbal and written communication skills	1,2,3
	Excellent practical IT skills, including Microsoft Office and Outlook	1,3
	The ability to use initiative, be proactive, prioritise workloads and keep to deadlines	1,3
	Able to communicate with a range of people at different levels in a professional manner.	1,3
	Able to maintain confidentiality and be diplomatic in sensitive situations	1,3
	Able to work with accuracy and excellent attention to detail	1,2,3
	Able to use creativity in developing content	1,3
Training	A willingness to undertaken further training as necessary	1,3
Qualifications	A level education or equivalent	1
	GCSE Grade C or equivalent in English and Mathematics.	1
Other	Commitment to working within the bounds of Data Protection legislation	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a Higher Education setting	1,3
	Experience of working in large and complex organisations	1,3
	Experience of minute taking	1,3
	Experience of event organisation	1,3
	Experience of working with large databases and maintaining accurate electronic records	1,3

Conditions of Service

This position is offered on a full-time, open-ended basis. Salary will be on Administrative Services Grade 4 from £19,850 - £23,557 per annum, subject to annual pay award. Starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

Informal Enquiries

Informal enquiries should be made to Alison Barlow, Stakeholder Relations Manager by email at A.J.Barlow@lboro.ac.uk or by telephone on 01509 228696.

Applications

The closing date for receipt of applications is **Sunday 4 February 2018**. Interviews will be held on **Friday 16 February 2018**.