

## OUTREACH OFFICER

Job Ref: REQ17769

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

### Job Description

#### Job Grade

Administrative Services Grade 5

#### Job Purpose

To attend HE Fairs, deliver talks and presentations in schools across the country and to be involved in a wide range of outreach events to reach the widest possible range of potential student audiences, including disadvantaged and widening participation students. To provide administrative support to the team and contribute to Open Days, Visit Days and other activities designed to raise awareness of Loughborough in the external marketplace as required. To focus on building sustained relationships with selected schools locally and nationally to support the University's Access Agreement commitments and to secure pipelines for high quality student recruitment.

#### Job Duties

##### ***Outreach and Student Recruitment:***

- To deliver presentations, workshops and advice sessions for Schools and Colleges regionally and nationally to raise awareness and aspirations and support the University's Access Agreement commitments and recruitment activity
- To proactively support University Open Days, Visit Days and other on campus outreach or recruitment related activities, as well as national HE Fairs
- To coordinate the delivery of the University's agreed involvement with REACH, external organisations (such as NNECL, Barnardos and Propel) and other widening participation initiatives, devising new and innovative activities that engage a wide range of underrepresented student groups
- To provide administrative support for the School and College Liaison team activities as required. For example planning and organisation of outreach and student recruitment events, and the management of the teacher contact database
- To update both the EMWPREP and the schools liaison database to track students' schools of origin at application and registration and to feed in local insight and expertise to other areas of the team to assist with campaign planning, monitoring and evaluation
- To provide ideas, input and content as required for key recruitment and outreach guides and for social media and online use
- To assist with UCAS admissions processes, Clearing and other activity as required
- To be actively involved in representing the University at key events and in professional forums including the Higher Education Liaison Officers Association (HELOA).

##### ***Internal Liaison:***

- Work with a number of central service departments and University Schools to develop effective communications channels between departments (such as organising meetings and sharing information and best practice) in support of the University's outreach and recruitment objectives

**General Administration:**

- To respond to enquiries received in person, by telephone or email and take appropriate action. This will include dealing with students and parents, academic staff, external organisations and other University Colleagues.
- To provide cover and support 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 by the School Operations Manager and the relevant line manager

**Points To Note**

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 Senior Outreach Officer

## Person Specification

Your application will be reviewed with respect to meeting the essential and desirable criteria listed below. 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 developing and delivering presentations.	1,3
	Experience of working in a busy office environment / administrative role.	1,3
Skills and abilities	Effective and confident communicator (written and verbal) including the ability to make exciting, memorable and highly professional presentations to a wide variety of audiences including potential students, parents, teachers and internal colleagues.	1,3
	Excellent prioritisation and time management skills.	1,3
	Excellent administrative and organisational skills.	1,3
	Judgement and understanding of how to respond to a diverse range of enquiries.	1,3
	A proactive, innovative and enthusiastic approach.	1,3
	Experience of team working as well as the ability to work under own initiative.	1,3
	Tact, diplomacy and an empathetic manner.	1,3
	Attention to detail.	1,3
	Proficient in Microsoft Office, particularly Word and Excel.	1,3
	Licensed to drive in the UK.	1,3
Training	Demonstrate evidence of having undertaken further training.	1,3
	Adopt new procedures as and when required.	1,3
Qualifications	Undergraduate degree or equivalent.	1
Other	Willingness to work flexibly and to work out of hours where required.	3
	Willingness to travel and a full driving licence.	1,3

### Desirable Criteria

Area	Criteria	Stage
Experience	Experience of student recruitment or outreach work within HE.	1,3
	Experience of working in a large, complex organisation.	1,3
Skills and abilities	Awareness/knowledge of Higher Education issues	1,3
Qualifications	Membership of the CIM, HELOA or a similar professional body.	1

## Conditions of Service

The position is full time and open-ended. Salary will be on Administrative services Grade 5, (£23,879 - £28,452) per annum at 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 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 David Hollis, Senior Outreach Officer, by email at [D.G.Hollis@lboro.ac.uk](mailto:D.G.Hollis@lboro.ac.uk) or by telephone on (01509) 228837.