

OUTREACH ASSISTANT

Job Ref: REQ231011

Job Description

Job Grade:

Administrative Services Grade 4

Job Purpose

To support the work of the Senior Outreach Officer(s) and Outreach Officer(s), providing smooth and efficient administrative support to ensure the success of outreach and broader widening participation initiatives. To contribute to the organisation of outreach and recruitment activities and events both on campus and in schools and colleges as required.

Job Duties

- To provide administrative support to assist with the planning, delivery, monitoring and evaluation of the University's outreach initiatives and events in line with the University's Access and Participation Plan.
- To purchase/collate materials for presentations, workshops and advice sessions for the Outreach Officer, Senior Outreach Officer and for others in the broader team.
- To organise hotel and travel for the wider team that support the University's widening participation and recruitment activity.
- To provide administrative and logistical support for the HE Unboxed initiative.
- To collate information as required for key recruitment and outreach guides, as well as for social media and online use.
- To proactively support school and college visits, University Open Days and other on campus recruitment or outreach related activities.
- To assist with UCAS admissions processes, Clearing and other activity as required.
- To provide efficient, effective and proactive administrative support to staff working in outreach and to undertake any other duties identified from time to time by the School and College Liaison Manager.
- To support in the administration of the LUDUS programme and relevant activity.

Internal Liaison:

- Work with a number of central service departments and University Schools to ensure effective working arrangements are maintained 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 primarily with prospective students and academic staff but will also include external organisations and parents.
- To undertake general clerical duties such as photocopying, filing, binding and laminating of documents.
- 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 by 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

A satisfactory DBS may be required.

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 Belonging and Inclusion and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Senior Outreach Officer (London)

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 in providing high levels of administrative support	1, 3
	Experience of HR and finance systems (e.g. iTrent, Agresso)	1, 3
	Experience of managing multiple deadlines in a busy office	1, 3
	Experience of events organisation	1, 2, 3
Skills and abilities	Excellent interpersonal (written, oral and presentational) and customer service skills	1, 2, 3
	Excellent administrative and organisational skills	1, 2, 3
	A methodical and flexible approach to tasks, including effective forward planning, attention to detail and the ability to work under pressure and to tight deadlines	1, 3
	The ability to work independently or as part of a team	1, 3
	A good working knowledge of IT applications – Microsoft Office Packages including Outlook, Word and Excel.	1, 3
	A commitment to continuous improvement	1, 3
	Tact, diplomacy and an empathetic manner	1, 3
	Awareness of key legislation e.g. FOI, Data Protection Act and Copyright law	1, 3
	A willingness to undertake further training as appropriate, and to adopt new procedures as and when required	1, 3
Qualifications	Educated to A level standard or equivalent	1
	GCSE Grade C or equivalent in English and Mathematics.	1
Other	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace	1, 3
	A commitment to equality and diversity	3
	Willingness to work flexibly and to work occasional out of hours where required	1, 3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a large, complex organisation	1,3
Skills and abilities	Interest in Higher Education issues	1,2,3

Conditions of Service

Salary will be on Administrative Services Grade 4 £23,700 - £27,181. 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/>

Applications

The closing date for receipt of applications is **Sunday 17th September**. Interviews will be held on **Thursday 28 September**.