



Engagement Assistant

Job Title:	Engagement Assistant
Reference No:	0617-22-R
Reports to:	Information, Communication & Engagement Manager
Responsible For:	n/a
Grade:	C
Working Hours:	37 hours a week
Faculty/Service:	Centre for Graduate Prospects Teaching & Learning
Location:	Sunderland Campuses
Main Purpose of Role:	<p>Motivated by the belief that every student has the potential to achieve life-changing success and make a society-shaping impact, this role will support the embedding of employability and enterprise across the University of Sunderland, and the creation of confident and motivated students who develop into professional, adaptable, and engaged graduates with rich and rewarding life and career prospects, by ensuring that:</p> <ul style="list-style-type: none">▪ Students and graduates can diagnose and determine their employability and enterprise support needs and are actively directed to engage with CfGP support.▪ Priority segments of the student and graduate population are recruited, guided, and monitored through relevant support interventions.▪ Increased student and graduate engagement are achieved by working with colleagues to devise innovative and creative awareness raising approaches.
Key Responsibilities and Accountabilities:	<ul style="list-style-type: none">▪ Presenting to groups of students in lectures, organising pop up roadshows, attending networking events and liaising with academic colleagues.▪ Proactively utilising all communication and recruitment channels to identify potential students and graduates who could benefit from CfGP support, whilst providing specialist advice and guidance▪ Provide a first point of contact service for targeted students, graduates and other stakeholders. Supporting any queries and issues, assessing appropriate options and referring to appropriate colleagues as necessary.▪ Be responsible for the monitoring and maintenance of relevant online bookings for appointments and events.▪ Actively participate in the promotion of the CfGP's functions and services to internal and external stakeholders.▪ Work with colleagues to develop and deliver an enhanced diagnostics service for students to assist them in accessing and understanding CfGP support.▪ Support the collection, recording, compilation and presentation of associated statistical data, including the compiling of written reports

	<ul style="list-style-type: none">▪ Work with colleagues to increase digital and online interactions with CfGP support.▪ To provide operational leadership in key functional areas by way of continuous improvement and customer satisfaction.▪ Support the University in its commitment to improving and increasing the graduate prospects of our students through high quality employability and enterprise interactions.▪ To develop links and relationships with the wider University community and external stakeholders to communicate and increase awareness of the CfGP's agenda.▪ Perform other such duties as the Information, Communication & Engagement Manager may from time to time require.
Special Circumstances:	Expected to attend and participate in occasional evening and weekend working, and travel nationally and internationally when required.



Part 2A: Essential and Desirable Criteria

	<p><u>Qualifications and Professional Memberships</u></p> <p>Essential:</p> <ul style="list-style-type: none"> ▪ Qualified to A level standard and/or substantial experience in a relevant role. <p>Desirable:</p> <ul style="list-style-type: none"> ▪ First degree or other higher education qualification.
	<p><u>Knowledge and Experience</u></p> <p>Essential:</p> <ul style="list-style-type: none"> ▪ Experience of working in a fast paced, frontline, face to face, awareness raising, stakeholder animation, advisory and/or information-giving role. ▪ Proven experience of working within a role that requires effective planning and organisational skills, strong attention to detail and an ability to deal with a variety of complex and/or unexpected situations. ▪ Ability to develop and enhance systems and processes, and experience of using technology to do so. ▪ Proven ability to work within a high performing team, to work without direct supervision and to take initiative; the judgment to know when to escalate problems. ▪ Evidence of an enterprising and continuous improvement mindset, always seeking opportunities to understand impact and improve personal practices. ▪ Evidence of successfully engaging and animating others through written, digital and oral communication skills with experience of public speaking and presenting to large groups. ▪ Analytical and problem-solving skills with the ability to deliver accurate work to time, within periods of competing priorities and to high levels of customer satisfaction. <p>Desirable:</p> <ul style="list-style-type: none"> ▪ Experience of working in a Higher Education environment. ▪ Knowledge and understanding of graduate employability and enterprise and the role they play in the decision making and development of students and graduates.

Part 2B: Key Competencies

<p>Competencies are assessed at the interview/selection testing stage</p>	<p>Service Delivery</p> <ul style="list-style-type: none"> ▪ The role holder adapts services and systems to meet customers’ needs and identifies ways of improving standards. ▪ Learns from complaints and takes action to resolve them. ▪ Collates feedback and views from customers and keeps up-to-date with
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market trends to inform service development and make changes.

- Actively promotes services.

Oral Communication

- The role holder routinely explains more complicated non-routine matters/policies/procedures clearly by explaining technical/specialist terms commonly used in own area of work. Adapts the style of communication to the audience and ensures understanding.

Written and electronic communication

- Routinely required to understand, use and interpret technical/specialist terms commonly in use in own area of work and explain complicated non-routine matters/policies/procedures clearly through a range of appropriate methods and with consideration to the audience.

Knowledge and Experience

- The role holder applies knowledge and experience of professional and/or technical practice and interprets and shares knowledge by advising and guiding others as required.
- Undertakes periodic updating of skills and knowledge.

Pastoral Care and Welfare

- The role holder deals with individuals showing signs of distress, calms, reassures and where necessary and appropriate, initiates action by referring to others.
- Is the first point of contact for students or staff with sensitive and emotional situations
- Occasionally will be required to deal with difficult welfare situations with staff or students in accordance with the organisation's policies and procedures, recognising when more complex situations should involve others

Teamwork and Motivation

- The role holder works as a proactive and collaborative member of a team, e.g. provides support and encouragement to less experienced team members, sets an example and shows a flexible approach to delivering team results.

Decision-Making Processes and Outcomes

- The role holder independently makes decisions which are low risk and that mainly affect themselves or a small number of people and are guided by regulation and practice.
- Makes collaborative decisions with line management or others on operational processes such as how to perform a task.
- Guides others by presenting options and choices to inform their decision making.

Date Completed:

November 2022