



Candidate Information

Position:	Director of Civic Engagement and Social Responsibility
School/Department:	Civic Engagement and Social Responsibility (CESR)
Reference:	24/111544
Closing Date:	Monday 5 February 2024
Salary:	An attractive remuneration package, commensurate with the seniority and responsibilities of the role will be provided.
Anticipated Interview Date:	Friday 23 February 2024

ABOUT QUEEN'S UNIVERSITY BELFAST:

Since 1845, Queen's University Belfast's staff, students and alumni have made a difference to societies locally, nationally and internationally. Today, Queen's University is one of the UK and Ireland's leading Universities and it continues to shape and serve the world around us through its research and teaching. Over 99% of the Queen's research environment was assessed as world-leading or internationally excellent, with Queen's ranked 198 in the 2023 Times Higher Education World University Rankings.

Queen's University has always been a generator of knowledge; we tackle the issues faced by individuals and societies at a local, regional and global level and are an engine of progress that is central to the socio-economic success of Northern Ireland. When it comes to future graduate employment, Queen's ranks 12th in the UK and our contribution to the economy in Northern Ireland and the UK is currently estimated at over £3 billion annually.

This is a significant moment in the history of Queen's University, and an exciting time to join the Queen's community. The University has recently designed a new leadership structure to optimally align strategy and vision with operational delivery - making us more agile and better equipped to achieve the goals as outlined in our ambitious [Strategy 2030](#)

KEY INFORMATION:

The postholder will report to the Vice President Strategic Engagement and External Affairs and will work closely with other senior University Officers including the President and Vice-Chancellor.

The Director of Civic Engagement and Social Responsibility will be an organisational leader responsible for managing a Directorate within the Office for the Vice-President of Strategic Engagement and Social Responsibility with responsibility for at least 40 staff and a significant operating budget and will include responsibility for the following areas:

- Social Responsibility
- Government (Central, Regional and Local) and Political Engagement
- Business Engagement
- Community and Third Sector/Civic Engagement
- Local Neighbourhood Engagement
- Culture

JOB PURPOSE:

Acting as a specialist advisor, the Director will provide direct specialist support and advice to the Vice-Chancellor, the Vice-President and the University Management Board (UMB) on the University's strategic engagement agenda, nationally and internationally.

This is a strategic collaborative role, and the post holder will lead the following areas of University operations:

- The University's high level strategic engagement, lobbying and advocacy initiatives, particularly, but not exclusively, with governments (often at ministerial level), government departments, arms-length bodies and other major stakeholders, to meet the needs of the University.

- Supporting the development and delivery of strategic communications to complement this engagement, with an overall purpose of growing the University's reputation and relevance, nationally and internationally, supporting the delivery of the University's strategic ambitions.

The postholder will work with members of University Management Board and with all Schools and Directorates to ensure a co-ordinated approach is adopted in moving forward ambitious strategic engagement plans.

MAIN ACTIVITIES/ RESPONSIBILITIES:

1. Develop, lead and implement the University's overall strategic engagement plan, nationally and internationally and be responsible for its successful implementation and delivery to achieve the University's corporate vision, mission, overall corporate strategic direction and ambitions.
2. Provide intellectual, strategic direction, dynamic leadership and oversight for Strategic Engagement on civic, governmental, political and business engagement.
3. Serve as the SRO for the Social Charter and associated projects.
4. Drive the ongoing development for Civic Engagement to fully support the goals of the University.
5. Working closely with the Vice-Chancellor and Vice-President providing specialist advice and guidance to them and University Management Board (UMB) on international, national and regional policy and its potential impact to the University. Take the lead on initiatives and manage these through to fruition.
6. Identify, prioritise and address the key challenges, risks and opportunities in the external environment, providing context, assessment analysis and developing options and potential initiatives for the University's response, including areas of a sensitive and secure nature.
7. On behalf of the University and in particular the Vice-Chancellor, act as the University's key liaison and partner with a range of internal and external stakeholders on national and international platforms.
8. Work in collaboration with the Pro-Vice-Chancellor for Global Engagement and colleagues across the University to deliver effective strategic engagement plans and ensure maximisation of strategic impact.
9. Lead and manage the CESR team including responsibility for professional development.
10. Create, foster and maintain a strong performance management culture, underpinned by the University's approved core values.
11. Responsible for financial and budget management of the Civic Engagement and Social Responsibility team. Align the human, financial and physical resources of the Division to the University's strategic objectives, ensuring all activity is undertaken within budget and in compliance with university policy, procedures and regulations.
12. Lead on developing and managing communications plans complementary to specific strategic engagement activity.
13. Support the Vice-Chancellor, Vice-President or nominee, at various external representative and sector bodies, i.e government committees etc and any other meetings as required.
14. Represent and champion Queen's University experience at local and global events.
15. Build and maintain constructive working relationships with other Professional Services Directors, Pro-Vice Chancellors, Heads of School and relevant university staff to ensure that Civic Engagement and Social Responsibility remains aligned and responsive to the needs of all areas of the University.
16. Provide expert advice and professional insight to decision-makers at all levels of the University on matters relating to Civic Engagement and Social Responsibility.
17. Develop and lead on horizon scanning, stakeholder mapping, research, analysis, and development projects, to support the delivery of the University's vision.
18. Work with the Director of Strategic Communications and the Director of Global Marketing, Recruitment and International Partnerships to enhance and develop the University's brand and reputational messaging.
19. Undertake any other duties commensurate with the role and level in the organisation, as directed.

STAKEHOLDER MANAGEMENT:

1. Work with the Vice-President to determine how all strategic engagement initiatives are best implemented.
2. Advise and support University Management Board (UMB).
3. Communicate effectively and work collaboratively with senior leaders in all Schools and Directorates within Queen's, in particular Alumni Engagement and Philanthropy and Strategic Communications to identify and deliver new strategic engagement opportunities.
4. Represent the University externally in sector groups and in negotiations. Extensive engagement with The Northern Ireland Executive, Legislative Assembly and Departments. Councils and agencies; Business, Government (UK &NI), Voluntary, Civic Society and Higher Education sectors, both locally and globally, in the development of an ambitious strategic engagement plans.

5. Liaise with sectoral stakeholders to maintain awareness of emerging strategic developments, opportunities and challenges.

RESOURCES (PEOPLE AND FINANCES):

1. Manage the budget for Civic Engagement and Social Responsibility.
2. Manage teams within Civic Engagement and Social Responsibility.
3. Manage the physical environment and assets for the area.

ESSENTIAL CRITERIA:

1. Minimum of Degree (or equivalent qualification).
2. Demonstrable track record of senior experience at a strategic level (including recent experience that can be clearly demonstrated) in Public Affairs or a related role at board or senior leadership/ executive management level in a large, complex and diverse organisation. *A large/ complex organisation is defined as one with an annual turnover exceeding £100m+ budget and 500+ employees.*
3. Demonstrable track record of successful networking and lobbying; establishing, brokering and building major strategic relationships with multiple external stakeholders and networks on national and international platforms.
4. Demonstrable experience of managing and leading corporate and social responsibility projects.
5. Substantial experience of successful leadership and effective financial and people management in a large, complex and diverse organisation.
6. Substantial experience of cultivating and managing dynamic teams.
7. Relevant experience of environmental scanning.
8. Demonstrable track record of developing innovative solutions and the practical implementation of strategy.
9. Demonstrable understanding of the challenges and opportunities facing a global university in the current economic climate and the ambition and drive to contribute dynamically to delivery of the University's strategic objectives.
10. Proven ability to undertake representational role at the highest level with key stakeholders both internally and externally and influencing change through engagement up to and including government level.
11. Proven ability to plan, implement and deliver successful projects and change management initiatives.
12. Excellent oral and written communication skills including a well-developed critical and analytical approach in reviewing documentation.
13. Articulate, confident, able to deal with difficult situations and the ability to negotiate and influence at all levels.
14. Positive attitude and prepared to take ownership for achieving ambitious goals.
15. Demonstrates resilience and the ability to work in a fast-changing environment with competing priorities.
16. A commitment to professionalism and excellence, drive, initiative, energy and enthusiasm.
17. Ability to successfully manage competing demands on time and resource and to delegate when appropriate.
18. Excellent team ethos – demonstrable ability to work on own initiative and as part of a team.
19. Demonstrate clear alignment with and commitment to the Nolan Principles.
20. Demonstrable commitment to the mission and core values of Queen's University Belfast and an understanding of the transformational impact of education.
21. Ability to work flexibly to meet demands of the role and respond to unpredictable developments in the external environment, delivering to short deadlines.
22. Ability to meet the business travel requirements of the post (full valid driving license and access to a car for business purposes or ability to fulfil the mobility requirements of the post) and willingness to undertake travel including international travel by any means, as required in accordance with the needs of the post.

DESIRABLE CRITERIA:

1. Postgraduate qualification in a relevant subject.
2. Professional qualification/membership in a relevant area.
3. Demonstrable experience of working with government and legislative processes to achieve significant outcomes.
4. Experience of working at a senior level on social responsibility projects within the Higher Education sector.
5. Demonstrable understanding of higher education within a local and national context.