

Candidate Information

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| Position: | Head of Public Engagement, MRCI |
| School/Department: | MRCI |
| Reference: | 19/107894 |
| Closing Date: | Friday 1 November 2019 |
| Salary: | £52,560 to £60,905 per annum |
| Anticipated Interview Date: | Wednesday 20 November 2019 |

JOB PURPOSE:

To be responsible for the leadership and strategic direction of the Public Engagement team, promoting the positive impact that Queen's makes on society. The post holder will lead a team to coordinate and enhance public engagement across the university, particularly with external stakeholders and key influencers, promoting the positive social impact of the University, and our staff and students, through our research, education and outreach work, regionally, nationally and internationally. The postholder will report to the Director of Marketing, Recruitment, Communications and Internationalisation, work closely with the PVC Internationalisation and Engagement and be advised by the Public Engagement Committee.

MAJOR DUTIES:

1. Lead the development, and oversee the implementation of, the University's Public Engagement Strategy. Agree annual operational plans with the Public Engagement Committee and regularly monitor and evaluate the outcomes of these plans, taking corrective action where necessary.
2. Direct, lead and project manage the development and embedding of public engagement across the University, promoting and implementing the Social Charter and developing ways in which the aims of the Social Charter will be put into practice.
3. Develop appropriate structures and processes to embed the culture of public engagement across the University and encourage and support public engagement activity by staff and students.
4. Lead and manage staff within Public Engagement to ensure the improvement of key relationships and delivery of key goals.
5. Connect and enhance public engagement work taking place across the University, with a focus on successfully promoting a series of Signature Projects which showcase the variety of ways the University makes a positive impact on society.
6. Lead the University's civic and political engagement work, including lobbying, advocacy and policy-oriented campaigns promoting the University's interests, ensuring the development and maintenance of positive relationships with key stakeholders including national, regional and local government, civil servants, politicians and opinion formers, and relevant international organisations, NGOs and governments, and supporting a sustainable funding model for the University.
7. Lead the University's community engagement work, promoting good relations between the University and its students, and the local community in which they reside, and promoting effective cooperation with civic and community organisations in Belfast (Belfast City Council, PSNI, Ulster University, Stranmillis University College, St Mary's University College, Belfast Metropolitan College) and the wider region.
8. Lead the University's Business engagement work, promoting good relations between the University and key Industry stakeholders, and promoting effective support of the Belfast Region City Deal.
9. Lead the development, design and delivery of a visible and recognisable programme of public engagement activities.
10. Lead the development of professional public engagement training and support to staff and students, to enable them to effectively engage the public with their work.
11. Promote the University's public engagement work and provide opportunity for interaction and feedback through appropriate communication methods, including social media, ensuring this is linked appropriately and consistently with University marketing and communications activities.
12. Lead, sustain and support the development of a network of engaged researchers and other advocates for public engagement across the University who act as catalysts for change with Queen's.

13. Liaise with key external stakeholders and develop successful partnerships with relevant other organisations, disseminating best practice and sharing resources and experiences.
14. As a member of the Director's senior management team, contribute to the overall development of MRCI Directorate and provide input into strategic objectives and direction.

Planning and Organising:

1. Shape the strategic direction of the Public Engagement team, planning and organising the activities of staff within the unit to support University objectives.
2. Play a lead role within the Directorate, be self-motivated and able to set own work schedule and operate with a high level of independence.
3. Operate within broad guidelines and policies set by the University.
4. Benchmark service delivery, and ensure the highest levels of operational effectiveness are achieved.
5. Develop a programme of measurable goals and objectives to be delivered as part of the MRCI Directorate Plan.

Resource Management Responsibilities:

1. Responsible for the line management of the Public Engagement team: setting objectives, monitoring progress, managing performance against agreed targets, leading the appraisal process and proactively managing absence.
2. Responsible for the effective financial management of the team's activities.

Internal and External Relationships:

1. Part of MRCI senior management team; close working relationship with PVC Internationalisation and Engagement reporting responsibility and key contributor to the Public Engagement Committee.
2. Advise at senior levels including the President and Vice Chancellor and Registrar and Chief Operational Officer within the University management and governance structure and lead the provision of support and training to staff and students on matters relating to Public Engagement activity and strategy.
3. Build and maintain positive relationships with a wide range of internal and external stakeholders (achieve the one University ethos), including government, local communities and staff involved with Signature Projects. Undertake a representative role for the University as required.
4. Liaising with peers in other universities, nationally and internationally, and relevant organisations to keep abreast of public engagement development.

ESSENTIAL CRITERIA:

1. Honours degree (or equivalent qualification) in any subject.
2. Significant and relevant experience and achievements in a public engagement (or related) role.
3. Experience of developing public engagement strategy and project managing public engagement activities.
4. Experience of engaging in public affairs and/or community affairs or business engagement work in higher education.
5. A successful track record in sustained public engagement that delivered clear and measurable outcomes for both the public and the organisation.
6. Experience of managing professional and middle management staff.
7. Experience and evidence of networking with and influencing at a senior level to effect change.
8. Experience of relevant IT packages, including social media.
9. Proven excellent communication and presentation skills both orally and in writing with the ability to relate to others at all levels both internally and externally.
10. Excellent interpersonal skills with the ability to communicate effectively with a wide variety of stakeholders using a range of media / contemporary communication methods.
11. Ability to work under pressure and to deliver to deadlines.
12. Ability and willingness to work flexible hours to meet the needs of managing the service (i.e. evenings, weekends and public holidays).

DESIRABLE CRITERIA:

1. Experience or knowledge of integrating public engagement within research, with a particular focus on promoting knowledge of the social and economic impact of research among key external stakeholders.
2. Experience of successfully leading a project managing significant change.
3. Demonstrable knowledge of current issues and initiatives relating to public engagement in higher education.