

Candidate Information

Position:	Education Project Support Officer
School/Department:	Educational and Skills Development
Reference:	19/107956
Closing Date:	Tuesday 19 November 2019
Salary:	£28,331 to £32,817 per annum.
Anticipated Interview Date:	Thursday 05 December 2019

JOB PURPOSE:

Manage the development and delivery of a range of education related projects within the Directorate of Academic and Student Affairs and the wider University seeking to support learning and teaching enhancement and the development of an excellent student educational experience. The post-holder will be required to collaborate and network with students and colleagues at all levels across the University to achieve buy-in to the projects and delivery of project outcomes.

MAJOR DUTIES:

1. Manage the development and delivery of specific education related project as requested, in areas such as Student Voice/Engagement, Student Partnership, Learning and Teaching Spaces.
2. Assess and research relevant topics or information to identify key issues and recommendations, and to write and present summary reports to inform decision making.
3. Develop, co-ordinate and deliver agreed project plans to support achievement of wider Directorate project objectives.
4. Plan, develop and deliver a schedule of promotional activities and events to ensure strong engagement with key projects, in consultation with Faculties, Directorates, Student Services and Student Union.
5. Design, deliver and evaluate project-related workshops, events, training, and other campaigns to support.
6. Develop and oversee implementation of project communication plans ensuring regular communications to relevant stakeholders.
7. Develop and manage a network of participants (staff and students) to act as project champions and ambassadors.
8. Develop and maintain project information resources including guidance, tool kits, case studies, website, blog and social media.
9. Oversee the timely capture of monitoring and evaluation data about projects performance and prepare reports for relevant university Groups and stakeholders.
10. Service and provide administrative support to relevant project meetings e.g. preparing and despatching agendas, minutes and other committee related papers, monitoring and ensuring that follow up action has been carried out etc.
11. Represent the projects at related events and conferences.
12. Contribute, where required, to initiatives within the Directorate to support the achievement of high service standards and continuous improvement of the student experience.
13. Undertake any other duties that might arise and that are in keeping with the grade of the post.

Planning and Organising:

1. Prioritise work and responsibilities over the short to medium term with an awareness of longer term issues and overarching project timescales.
2. Use initiative and discretion, based on knowledge and experience, to determine priorities and resolve conflicts to meet targets and deadlines.
3. Carry out planning for own short term projects and contribute to planning for wider team and Directorate activities.
4. Organise complex events, timetables, project work plans and large scale meetings. Coordinate associated arrangements, taking into account budgets and timescales.

Resource Management Responsibilities:

1. Organise and plan own work activities and/or those of others for weeks to months ahead to contribute to the achievement of the operational unit's objectives and improve efficiency.
2. Monitor project budgets and maintain financial records.
3. Provide input into the resources planning process to help ensure that finances are appropriately and efficiently monitored.

Internal and External Relationships:

1. Attend internal and external meetings as requested by line manager, to support standard work activities and represent the Directorate at the appropriate level.
2. Will often have to initiate, develop and deal with wide-ranging contacts of a more complex nature. This will typically involve liaising with senior staff beyond the department/school/University, calling for tact and diplomacy and involving elements of discussion and negotiation.
3. Co-ordinate a range of activities or communications, on behalf of Project Teams.

ESSENTIAL CRITERIA:

1. Undergraduate degree or higher.
2. A minimum of two years' recent, relevant experience in the delivery of projects within Higher Education, with a focus on learning and teaching or student experience to include:
 - a. Experience of researching and organising information, and producing accessible briefing documents to inform decision making
 - b. Experience of gathering stakeholder insights and feedback to engage stakeholder voice and shape project outcomes
 - c. Experience of organising, promoting and delivering events to raise awareness and disseminate outcomes
 - d. Experience of working effectively with a diverse student group.
3. Comprehensive knowledge and understanding of the complexities of policy development and implementation in a Higher Education setting.
4. Excellent ICT skills including experience of Office software.
5. Excellent verbal and written communication skills and presentation skills together with an ability to explain complex issues.
6. Strong interpersonal skills with experience of influencing and communicating effectively with a wide range of senior stakeholders and with people from a wide range of cultural backgrounds.
7. Excellent organisational and time management skills and an ability to plan and progress work activities and events using initiative and judgement with limited recourse to managers.
8. Committed to providing a high quality standard of service.
9. Flexible, with a willingness to work out of hours from time to time, and undertake travel to the UK or overseas.

DESIRABLE CRITERIA:

1. Experience of contributing to policy development and formulating recommendations.
2. Experience of analysing and manipulating data sets and identifying and presenting relevant quality management information.