

Candidate Information

Position:	Social Impact & Civic Responsibility Manager
School/Department:	Civil Engagement and Social Responsibility Directorate Office
Reference:	22/110268
Closing Date:	Monday 10 October 2022
Salary:	£43,414 - £53,353 per annum
Anticipated Interview Date:	Thursday 27 October 2022
Duration:	Permanent

JOB PURPOSE:

The post-holder is responsible for the development and strategic oversight of the University's Civic Mission sub-strategy; building and maintaining internal relationships to ensure that Civic Mission is properly understood across the institution and aligned to other relevant activities.

The post-holder will work extensively to build and maintain relationships with external stakeholders to identify and help deliver the University's Civic Mission which will bring mutual benefit to Queen's and our community partners.

The post holder will work closely with the Strategic Marketing and Communications team, raising the profile of Queen's University's work, promoting our ambitions and achievements, demonstrating the impact and value of our research, teaching, and learning, and as a key player in economic and social development.

The post-holder is expected to work on their own initiative on a day-to-day basis, leading the Civic Mission Team to deliver high-quality support to senior management and the wider university community.

MAJOR DUTIES:

1. Working with colleagues across the University, lead on the development and oversee delivery of a Civic Mission sub-strategy that builds upon the University's Social Charter and maintains Queen's University's civic profile in the region and across these islands; and in doing so, provide briefings and recommendations to the University leadership on the institutional Civic Mission.
2. Provide strategic oversight of institutional projects aligned to the Civic Strategy and work with relevant academic and professional services colleagues across the institution to recognise and support a range of ongoing and emerging civic activities.
3. Identify and engage new and existing key external stakeholders to work with the University's senior leadership team to identify opportunities for the Vice-Chancellor and the senior leadership team to build and maintain relationships.
4. Advise on opportunities to contribute to advocacy and policy developments that align with Queen's University's civic priorities.
5. Proactively monitor, and where relevant contribute to, developments in the external "civic university" sphere through formal and informal networks.
6. Act as the University point of contact for institutional civic partners, providing professional advice and guidance managing, assessing and making recommendations on suitable courses of action, ensuring appropriate levels of engagement and delivery of shared objectives; sharing information across internal partners and raising opportunities/issues with the senior leadership team as appropriate.
7. Identify opportunities for collaborative external working on key aspects of Queen's University's Civic Mission objectives – including (but not limited to) ensuring alignment between our work and that of the Russell Group, UUK, local authorities, the Programme for Government and other universities across these islands. Ensuring that good practice is shared and acted upon in relation to civic mission.
8. Work closely with colleagues in SMC to provide appropriate media relations, issues management and other public relations activities as it relates to civic mission.
9. Manage a budget to support activities aligned to/emerging from the University's civic mission sub-strategy.

10. Responsible for the organisation of key events which profile the University's civic contribution.
11. Manage performance, induction and development of direct line reports ensuring they perform effectively individually and as part of the Civic Mission Team.
12. Be responsible for the implementation and continuous review of processes that support the effective and efficient delivery of Civic Mission support.
13. Ensure that the Public Engagement Committee are suitably briefed on progress against the Civic Mission sub-strategy and take operational responsibility for ensuring that there is a two-way flow of communication with the Board and with key individual members (particularly the Vice-Chancellor and relevant PVCs and Deans).
14. Ensure that an understanding of the importance of confidentiality is applied when undertaking all duties.
15. Abide by University policies on Health and Safety and Equality and Diversity.
16. Perform other duties as required which are not included above, but which will be consistent with the role.
17. Serve as a member of the Civic Engagement and Social Responsibility Directorate Senior Management Group, and represent the office on relevant internal groups as required.
18. Any other duties that fall within the general ambit of the post.

ESSENTIAL CRITERIA:

1. Degree (or equivalent qualification) or substantial relevant experience.
2. Minimum four years (within the last seven years) demonstrable professional experience and knowledge in an external relations role, with a focus on:
 - building relations with internal and external stakeholders,
 - demonstrable knowledge of the priorities of local authorities, the NI Executive and UK Government and their workings;
 - producing publications;
 - high-profile event organisation;
 - hosting visits by external guests.
 - Proven experience of identifying and managing opportunities to enhance organisational profile and reputation and of building purposeful, mutually beneficial relationships locally and nationally
 - Experience of effective networking skills, both internally and externally, and demonstrable ability to give advice and guidance to internal and external stakeholders, build relationships and manage expectations.
3. Demonstrable experience of budget management, grant funding and procedures for procurement.
4. Demonstrable evidence of successfully introducing and implementing new ideas and initiatives that drives a public affairs function forward to meet the needs of the organisation.
5. Exceptional organisational skills with an eye for detail and ability to manage volume and variety of demands simultaneously.
6. Excellent verbal and written communications skills, including:
 - ability to quickly draft briefing documents on complex subject matters for senior management
 - confidence in giving presentations
 - the ability to engage a range of audiences
 - meeting tight deadlines quickly and effectively.
7. Self-motivated, responsive, creative, flexible, ability to handle sensitive situations, manage complex work programmes.
8. Demonstrable capacity for long-term strategic thinking and perspective, negotiating, diplomacy, working collaboratively, building consensus and evidence of ability to solve problems using initiative and creativity; identify and propose practical solutions.
9. Evidence of ability to work unsupervised and proven ability to work under pressure on multiple priorities and to demanding timescales, planning and setting priorities for own work and monitoring progress against set objectives.
10. Evidence of well developed interpersonal and networking skills.
11. Willingness to work flexibly as required in accordance with the needs of the post.

DESIRABLE CRITERIA:

1. Relevant experience of Public Engagement work in an educational setting.
2. Experience of working with senior level staff within a large organisation.
3. Experience of line-management/ delegation.
4. Relevant experience of working in a community/voluntary sector facing role.
5. Demonstrable understanding of the role of universities and their contribution to society.

ADDITIONAL INFORMATION:

About Queen's University's Civic Mission:

Social and Civic Responsibility and Economic Prosperity is one of the four strategic priorities underpinning Strategy 2030 which represents the continued implementation of the University's Social Charter.

Strategy 2030 commits the University to enhancing future economic growth and prosperity by partnering with other anchor institutions to deliver collective impact and maximise benefits; achieving a better and more sustainable future for all by embedding the SDGs across all our activities, from research and education to adopting a leadership role in the promotion of the SDGs, and leading by example; driving social change - we will address key social challenges in Northern Ireland, such as poverty, inequality, conflict resolution and climate change through our research and teaching, and also through our role as a major civic institution in the region.

The post-holder will have responsibility for co-ordinating the institutional response to these commitments, co-ordinating Queen's University's engagement with external stakeholders to ensure the creation and maintenance of mutually beneficial relationships, based on identified shared objectives which will demonstrate the impact and value of our research, teaching and learning and position Queen's University's as a key player in economic and social development of the region, ensuring our contribution towards local communities and national societal challenges is properly-understood and communicated.

Working within the team and across the Public Engagement you will:

- Deliver Queen's University's civic engagement across the Belfast Region.
- Strengthen Queen's University's profile, reputation and relationships with civic stakeholders including key community partners, local government, the NI Executive and UK and RoI Governments.
- Build relationships with external partners to further the University's Civic Mission.
- Developing key messages, lines to take, and policy statements.
- Co-ordinate and arrange key events and visits by and for political stakeholders and other policy makers.
- Advocate to senior leadership to ensure that colleagues working to support Queen's University's Civic Mission ambitions have the tools necessary to do so.
- Ensure that our Civic Mission ambitions are well understood in order that Queen's University is recognised for excellence in our work with stakeholders to promote social cohesion, equip communities with the right skills and lead a green recovery.
- Develop and oversee delivery of the updated Civic Mission sub-strategy – including strategic oversight of projects, communication of them to key stakeholders.
- Work closely with colleagues within Research & Enterprise Services to ensure alignment between our Civic Mission strategy and wider engagement work.