



## Candidate Information

**Position:** Senior Engagement Manager (Strategic Projects)  
**School/Department:** Civic Engagement and Social Responsibility  
**Reference:** 24/111671  
**Closing Date:** Monday 18 March 2024  
**Salary:** £46,497 - £57,141 per annum.  
**Anticipated Interview Date:** Wednesday 27 March 2024

### JOB PURPOSE:

Reporting to the Head of Public Engagement, Civic Engagement and Social Responsibility, the Senior Engagement Manager (Strategic Projects) will use specialist project management expertise to lead the successful delivery of time bound externally facing projects that span across one or more of Civic Engagement and Social Responsibility, Strategic Communications, and Alumni Engagement and Philanthropy Directorates at Queen's University. The role-holder will have the authority to lead matrix teams as well as coordinating projects on a day-to-day basis. In the first instance the post holder will have specific responsibility for project managing the delivery of the 2024 Global Innovation Summit of the Global Federation of Competitiveness Councils, and the yearlong programme of events to celebrate the 180th anniversary of the foundation of Queen's University Belfast in 2025.

### MAJOR DUTIES:

1. Contribute to the strategic priorities of the University, particularly in relation to the priorities for Civic Engagement and Social Responsibility underpinned by our Strategy 2030 objectives and related key outcomes.
2. Lead and manage a portfolio of complex special externally facing engagement projects that span one or more directorates as directed by the Vice-President's Office and Director of Civic Engagement and Social Responsibility.
3. Communicate effectively with key contacts from within the University and external organisations to develop excellent working relationships and arrange, coordinate and manage matrix structured teams in order to deliver strategic projects.
4. Manage all aspects of multiple related projects to ensure the overall programme is aligned to and directly supports the achievement of strategic objectives set out in Strategy 2030. Establish practices, templates, policies, tools and partnerships to expand and mature these capabilities for the organisation.
5. Support colleagues in the delivery of high-level events, acting as a point of contact for senior staff and external stakeholders.
6. In consultation with the Vice-President and senior management group, develop and implement a range of project plans within the Strategic Engagement and External Affairs section (including with University wide and strategic impact) and regularly report on progress against budget, milestones, dependencies and project objectives and identify and, where appropriate, escalate emerging risks associated with projects and develop and implement strategies to manage these.
7. Lead, monitor and drive progress - managing sub-project/workstream activities and dependent sub-groups to ensure that the deliverables of each project are successfully realised, ensuring effective reporting between sub-groups and to/from the relevant project governance bodies.
8. Proactively manage project budgets including monitoring, controlling and reprofiling expenditure against the project budget.
9. Manage the communications strategies to support projects and prepare and present appropriately detailed reports in relation to relevant workstreams and with regard to overall project performance and progress. Work closely with colleagues in Strategic Communications as required.
10. Work creatively and analytically in a problem-solving environment demonstrating teamwork, innovation and excellence; prepare estimates and detailed project plans for all phases.
11. Chair project team meetings and ensure operational excellence for the project, set program expectations while delegating and managing deliverables.
12. Identify resource requirement and support the recruitment of professional and administration staff required to deliver individual projects.
13. Carry out any other duties which are appropriate to the post as may be reasonably required.

**ESSENTIAL CRITERIA:**

1. An honours degree (or equivalent) OR;
2. In the event that you do not meet this criterion, the University will also accept the following which has been deemed equivalent: Substantial recent relevant experience in directly relevant professional role(s) which includes leadership/co-ordination of high-profile strategic projects.
3. Significant recent and directly relevant professional experience which includes project management in a complex organisation to include:
  - Experience of dealing with senior stakeholders to include government ministers and officials, politicians and civic representatives.
  - Experience and proven track record of successfully delivering strategic outcomes with agility, flexibility and creativity.
4. Experience of leading cross departmental teams in order to deliver objectives.
5. Relevant experience and proven track record of high level (VVIP) event and project delivery.
6. Relevant experience of financial management and governance, including managing substantial budgets to deliver with efficiency.
7. Relevant experience and track record in project management with evidence of effective resource planning and risk management.
8. Relevant experience of successfully leading a team in a dynamic and changing environment, with evidence of formal line-management responsibilities.
9. Excellent IT skills, including confident and proficient use of the Microsoft Office suite and IT systems.
10. Demonstrable understanding of the current issues which affect Higher Education and current strategic objectives.
11. Excellent communication and interpersonal skills with the ability to communicate goals and engage and motivate others and achieve buy-in.
12. Strong oral and written communication skills, with a confident and engaging work style.
13. Well-developed analytical and problem-solving capability and a keen interest and proven ability to innovate in their work.
14. Ability to be decisive and accountable while operating in a changing environment.
15. Demonstrable determination and personal resilience.
16. Ability to act as a role model and lead by example in accordance with the Core values of the University – Integrity, Connected, Ambition, Respect, Excellence.
17. Capacity to work flexibly to meet the requirements of the post and a willingness to travel as required.

**DESIRABLE CRITERIA:**

1. Relevant experience of working in a Public Engagement, Public Affairs or Government Engagement / Diplomacy role.
2. A professional qualification in Event Management.
3. Demonstrable knowledge and understanding of the University and its local, national and international position.
4. Experience of working in a higher education environment.