

Candidate Information

Position: Head of Social Impact and Civic Responsibility
School/Department: Civic Engagement and Social Responsibility
Reference: 24/112003
Closing Date: Monday 1 July 2024
Salary: £58,850 - £68,194 per annum.
Anticipated Interview Date: Tuesday 23 July 2024

JOB PURPOSE:

Reporting to the Director of Civic Engagement and Social Responsibility, the post holder will be responsible for the leadership and strategic direction of the University's Civic Mission as outlined in the University's Social Charter.

The post-holder will work with the Director of Civic Engagement and Social Responsibility (CESR) and the Assistant Director in co-ordinating and leading the University's relationship with civic external partners, ensuring the involvement of the University's senior leadership when appropriate. The postholder will also lead the building and maintaining of internal relationships to ensure that Civic Mission is properly understood across the institution and aligned to other relevant strategies.

The post-holder will work to ensure that colleagues across the University are supported in delivering the University's civic mission, ensuring appropriate platforms are provided to deliver and showcase this work.

The post-holder will lead the team which will work extensively to build and maintain relationships with external civic stakeholders to identify and help deliver the University's Civic Mission which will bring mutual benefit to Queen's and our community partners. They will develop and maintain mutually beneficial relationships with other civic universities and have an excellent knowledge of how civic institutions contribute to their place. The post holder will also contribute to the development of strategic plans across the Directorate in line with University priorities and key objectives.

MAJOR DUTIES:

1. Responsible for leading and shaping the Social Impact and Civic Responsibility function with a team of professionals. Lead a team in the development, and implementation of, the University's Civic Strategy, building upon the University's Social Charter and maintaining Queen's University's civic profile in the region and across these islands.
2. Agree annual operational plans with the Vice-Chancellor, and Vice-President for Strategic Engagement and External Affairs and Director of Civic Engagement and Social Responsibility and regularly monitor and evaluate the outcomes of these plans, taking corrective action where necessary.
3. Key member of the CESR senior leadership team, contributing to Directorate-wide interventions which will contribute to achieving CESR KPIs.
4. Direct, lead and project manage the University of Sanctuary and the Civic University interventions.
5. Provide leadership of the University's civic and social responsibility 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.
6. Lead role - responsible for the implementation and continuous review of processes that support the effective and efficient delivery of the University's Civic Mission. This will include working closely with colleagues across CESR and the wider University to co-ordinate and deliver interventions in line with Strategy 2030.

7. Play a central role in contributing to the leadership and strategic direction of Queen's Communities and Place (QCAP), supporting the Director of QCAP by connecting the Centre with relevant colleagues across the University; ensuring that University leadership are aware of progress; providing opportunities for the Director and QCAP members to develop meaningful, mutually beneficial relationships with external civic partners.
8. Provide senior leadership and work with colleagues across the University to design and implement the University policy on the appropriate use of Social Value resource arising from the University's capital projects. Ensuring that interventions are co-designed with external civic partners for mutual benefit.
9. Manage a budget to support agreed activities aligned to the University's civic mission.
10. Evaluate existing service provision, keeping updated of developments in field to ensure appropriate developments and innovative solutions are proposed and actioned as applicable.
11. Other duties as required that fall within the general ambit of the post.

ESSENTIAL CRITERIA:

1. Degree (or equivalent qualification) OR substantial relevant experience in similar post(s) including extensive strategic relevant management and leadership experience.
2. Proven track record (including recent experience) in an external relations role, with a focus on:
 - 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.
 - Demonstrable experience of engaging with and influencing senior stakeholders from the political and community sectors.
 - Demonstrable experience of working with and influencing senior staff (Director or above) within an organisation.
3. Experience of developing strategy and project managing activities in the area(s) of Social Impact and Civic Responsibility.
4. Experience of High-profile event organisation.
5. Significant leadership and management experience.
6. Proven experience of identifying and managing opportunities to enhance organisational profile and reputation and of building purposeful, mutually beneficial relationships locally and nationally.
7. Experience of budget management, grant funding and procedures for procurement.
8. Demonstrable knowledge of the priorities of local authorities, the NI Executive and UK Government and their workings.
9. Demonstrable evidence of a strong understanding of the characteristics of a civic institution.
10. Demonstrable understanding of working with community/voluntary sector organisations.
11. Strong IT skills.
12. Exceptional organisational skills with an eye for detail and ability to manage volume and a variety of demands simultaneously.
13. Excellent verbal and written communications skills, including: ability to quickly draft briefing documents on complex subject matters for senior management; confidence in giving presentations to a range of audiences
14. Strong and effective interpersonal skills including evidence of experience of building and leading a high performing team to achieve successful outcomes.
15. Ability to handle sensitive situations, manage complex work programmes.
16. 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.
17. Evidence of well-developed interpersonal and networking skills.
18. 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. Experience of successfully leading cross-departmental teams.
5. Experience of developing relationships with external partners and project managing joint activities.
6. Demonstrable understanding of the role of universities and their contribution to society.

ADDITIONAL INFORMATION:

Informal enquiries may be directed to James Dillon - J.Dillon@qub.ac.uk