

Candidate Information

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| Position: | Social Impact and Civic Responsibility Manager |
| School/Department: | Civic Engagement and Social Responsibility |
| Reference: | 24/112132 |
| Closing Date: | Monday 2 September 2024 |
| Salary: | £49,054 - £60,284 per annum |
| Anticipated Interview Date: | Monday 16 September 2024 |
| Duration: | Permanent |

JOB PURPOSE:

Working to the Head of Social Impact and Civic Responsibility, the post-holder will lead the Civic Mission Team.

The post-holder is responsible for the development and strategic oversight of the university's Civic Mission sub-strategy and the University's Path to Sanctuary application.

The post-holder will build and maintain internal relationships to ensure that Civic Mission is 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 and deliver high-quality support to senior management and the wider university community to raise the profile of Queen's University's Civic Mission work.

MAJOR DUTIES:

1. Develop and deliver a Civic Mission sub-strategy that builds upon the University Social Charter and maintains Queen's University's civic profile in the region and across these islands.
2. Manage the institutional submission to secure University of Sanctuary Status for Queen's University.
3. Provide strategic oversight of institutional projects; working with relevant academic and professional support colleagues across the institution; providing timely briefing and recommendations to the University leadership.
4. Identify, analyse and engage new and existing key external stakeholders, acting as the University point of contact for institutional civic partners 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.
5. Work with Queen's University's senior leadership team to identify opportunities to build and maintain relationships with key decision makers and advise on opportunities to contribute to advocacy and policy developments that align with Queen's University's civic priorities.
6. Engage proactively in the external "civic university" sphere through formal and informal networks.
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, policy makers, the Programme for Government and other universities across these islands.
8. Work closely with colleagues in the Communications Team to provide appropriate media relations, issues management and other public relations activities as it relates to civic mission.
9. Establish working relationships with internal and external contacts to improve service levels and provide a point of contact for professional advice and guidance on effective dealings with Civic Mission stakeholders.
10. Manage performance, induction and development of direct line reports ensuring they perform effectively individually and as part of the Civic Mission Team.

11. Be responsible for the implementation and continuous review of processes that support the effective and efficient delivery of Civic Mission support.
12. Ensure that relevant University Committees 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).

ESSENTIAL CRITERIA:

1. Degree (or equivalent qualification) or substantial relevant experience.
2. Significant recent (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;
 - strategic development of programmes and effective delivery;
 - producing publications; and
 - high-profile event organisation.
3. Proven experience of identifying and managing opportunities to enhance organisational profile and reputation and of building purposeful, mutually beneficial relationships locally and nationally.
4. Experience of line-management, including staff development and leading teams.
5. Demonstrable experience of budget management, grant funding and procedures for procurement
6. Demonstrable evidence of successfully introducing and implementing new ideas and initiatives that drives a public engagement function forward to meet the needs of the organisation.
7. Evidence of well-developed interpersonal and networking skills, both internally and externally, and ability to give advice and guidance to internal and external stakeholders, build relationships and manage expectations.
8. Excellent verbal and written communications skills, including ability to quickly draft briefing documents on complex subject matter, confidence in giving presentations and the ability to engage a range of audiences and meet tight deadlines quickly and effectively.
9. Exceptional organisational skills with an eye for detail and ability to manage volume and variety of complex work programmes simultaneously, monitoring progress against set objectives.
10. Ability to handle sensitive situations, negotiating, diplomacy, working collaboratively, building consensus and evidence of ability to solve problems using initiative and creativity; identify and propose practical solutions.
11. Demonstrable capacity for long-term strategic thinking
12. A willingness to undertake further training and development.

DESIRABLE CRITERIA:

1. Experience of working in a Higher Education environment.
2. Experience of working in a community/voluntary sector facing role.

ADDITIONAL INFORMATION:

Further information can be found at: <https://www.qub.ac.uk/public-engagement/civic/>

Informal enquiries may be directed to Dee Corbett at dee.corbett@qub.ac.uk