

## Candidate Information

<b>Position:</b>	Programme Manager QCAP
<b>School/Department:</b>	Civic Engagement and Social Responsibility
<b>Reference:</b>	25/112466
<b>Closing Date:</b>	Monday 7 April 2025
<b>Salary:</b>	£49,054 - £60,284 per annum
<b>Anticipated Interview Date:</b>	Thursday 17 April 2025
<b>Duration:</b>	Permanent

### JOB PURPOSE:

QCAP is the University's flagship academic intervention, central to the delivery of the Strategy 2030 Social and Civic Responsibility and Economic Prosperity pillar.

Reporting to the Director of Civic Engagement and Social Responsibility (CESR), as QCAP Programme Manager within CESR, the post holder will have responsibility for the design, development and delivery of QCAP interventions. The postholder will successfully build strategic relations between community partners and academia developing and delivering mutually beneficial relationships with external community partners including direct interventions which will support meaningful academic research. The postholder will lead and co-ordinate the programme, developing relationships with existing communities, building on emerging community partnerships and identifying and cultivating relationships with new communities.

The post holder will define and maintain the standards for project lifecycles across the QCAP programme and support the Senior Management Team of engaged research projects.

### MAJOR DUTIES:

1. Working with the QCAP Director (and Director of CESR) to shape and contribute to the successful delivery of QCAP programme through:
  - Specialist strategic programme management support, to include significant knowledge of the community and voluntary sector.
  - Effective liaison and co-ordination between academics and community leaders for the development of a series of community-oriented programmes of engaged research with community partners, underpinned by mutually beneficial interventions based on identified need, directly contributing to the Civic University mission as outlined in Strategy 2030.
  - Effective co-ordination of QCAP activity ensuring progress against agreed KPIs which relate directly to Strategy 2030.
  - Promotion and recruitment of staff for QCAP whilst also ensuring that University senior leadership are fully briefed of QCAP progress for wider dissemination, including making a full contribution to the Civic University mission.
2. Design, develop and deliver programme of QCAP interventions. Design and maintain the standards for project lifecycles across the QCAP programme and support the Senior Management Team of engaged research projects, including all aspects of risk and financial management.
3. Provide specialist programme management support, taking the lead to identify and leverage existing networks (Internal and external) to deliver mutually beneficial outcomes through QCAP which are strongly aligned with the Social and Civic Responsibility and Economic Prosperity and Research and Innovation Pillars of Strategy 2030.
4. Lead the programme (generating original ideas and innovative solutions) and promote QCAP reputation by developing and supporting strong and sustained strategic important external relationships between a broad range of community stakeholders and networks and academic and professional services colleagues within Queen's University to deliver mutually beneficial partnerships with QCAP.
5. Represent the University on relevant forums and meetings with key strategic forums, e.g. Belfast City Council to drive forward and ensure the views of the institution and our partners are accurately represented and understood by statutory and other partners.

6. Take the lead through designing and delivering various workshops/events/webinars, with community partners to facilitate co-designed interventions which will support meaningful academic research.
7. Drive Stakeholder Management, generating original ideas and ensuring effective liaison with project partners, funders, project boards as appropriate.
8. Develop strong internal professional relationships at senior-level with a broad range of internal and external stakeholders and networks to ensure work of QCAP/CESR is recognised and embedded across relevant sectors in NI/GB and ROI.
9. Chair, plan, organise and maintain a regular schedule of project review meetings ensuring all relevant parties maintain and adequate level of attendance. Drive forward agenda to ensure quality solutions achieved.
10. Constantly evaluate project activities and make recommendations to the QCAP Director as academic lead/CESR director on potential changes to programme plans to ensure the aims of the programme are addressed during the delivery of the project phases and implement improvement solutions.
11. Remain up to date on related latest trends and developments and ensure professional and quality service standards are maintained and applied.
12. Lead and manage central QCAP administrative team in the delivery of excellent service. Identify additional service requirements and interventions and develop and implement solutions to meet internal and external requirements.
13. Manage QCAP budget.
14. Develop and oversee the delivery and maintenance of QCAP IT support - website and social media platforms to ensure it acts as a dynamic relevant hub, and directly contribute content as required.
15. Any other duties that fall within the general ambit of the post.

#### **ESSENTIAL CRITERIA:**

1. Educated to Degree level (or equivalent) OR substantial relevant experience in engaged research with communities.
2. Significant relevant practical experience in engaged research with communities in a large and complex organisation\* to include:
  - Proven track record of working closely with community partners in an engaged research capacity.
  - Extensive experience of managing projects, including funding, resources and staff.

\*Large and complex organisation is defined as one that matches 2 of the 3 following criteria: annual Turnover greater than £20 million, balance sheet total of more than £10 million, average number of employees of more than 100.
3. Relevant experience of engaging stakeholders towards strategic priorities.
4. Demonstrable experience in developing, implementing and evaluating strategic plans to achieve goals.
5. Experience of communicating effectively with a wide variety of stakeholders.
6. Proven experience of risk and financial management including managing budgets, interpreting data and reporting.
7. Proven experience of successfully leading a team of professionals to deliver engagement, including events/ meetings including setting objectives and monitoring progress to deliver results.
8. Excellent IT skills.
9. Demonstrable knowledge of the UK and ROI higher education research environment.
10. Demonstrable understanding of current legislation relating to Equality Diversity and Inclusion.
11. Proven ability to work collaboratively with a wide range of internal and external partners.
12. Excellent verbal and written communication skills, including negotiation skills, presentation skills and report writing.
13. Ability to work under pressure, solving problems within a fast paced environment.
14. Excellent interpersonal and relationship building skills.
15. Well developed analytical and problem solving capability.
16. Ability to adapt to changing priorities, track record of successfully managing multiple tasks efficiently and a strong commitment to consistently delivering high-quality work under varying time constraints.
17. Commitment to delivering excellent customer service and high quality public activities.
18. Articulate and persuasive communicator with strong negotiating and influencing skills.
19. Energetic, enthusiastic and highly motivated.
20. Flexibility and ability to work unsocial hours as required in accordance with needs of the post.

#### **DESIRABLE CRITERIA:**

1. Educated to Degree level (or equivalent) in a relevant subject OR substantial relevant experience in engaged research with communities.
2. Relevant postgraduate qualification Masters level or higher or equivalent.
3. Experience in working in the private or public sector, in an organisation with a staff of more than 100.
4. Demonstrable Strong awareness of the community and voluntary environment in Northern Ireland.

5. Demonstrable knowledge and understanding of Queen's University and its local, national and international position.
6. Demonstrable strong understanding of the higher education environment.

**ADDITIONAL INFORMATION:**

Informal inquiries may be directed to: Ms Claire Graham at [claire.harris@qub.ac.uk](mailto:claire.harris@qub.ac.uk)