

Candidate Information

Position: Greater Shankill Programme Co-Ordinator
School/Department: Civic Engagement and Strategic Communications
Reference: 25/112975
Closing Date: Monday 17 November 2025
Salary: £35,136 - £40,316 per annum.
Anticipated Interview Date: Monday 1 December 2025
Duration: Available for three years, to 31 December 2028

JOB PURPOSE:

Reporting to the Social Impact and Civic Responsibility Manager at Queen's University Belfast and working locally to the Chief Executive Officer in the Greater Shankill Partnership, the post-holder will be responsible for developing and managing the delivery of specific projects, initiatives and existing and emerging collaborative programmes that have emerged from the relationship between Queen's University Belfast and a range of organisations within the Greater Shankill area.

Underpinned by the commitments set out in the University's Social Charter and aligned to priorities of the shared Memorandum of Understanding (MoU 2024), this role is critical to the development of the academia/community relationship and in aligning efforts to support change.

Due to the community focus of this role, 80% of each week will be based in the Spectrum Centre, working across the Greater Shankill area, with the remainder of the time spent at Queen's University Belfast. Programme delivery will be based on community need and support the Civic University mission.

MAJOR DUTIES:

1. Lead on the development and delivery of projects aimed at building, securing and facilitating engagement opportunities in support of the development and implementation of the shared objectives of Queen's University and partners in the Greater Shankill area ensuring alignment with the principles as set out in the shared MoU.
2. As the lead point of contact responsible for facilitating connections and engagement opportunities, actively identify and implement opportunities to ensure that the academia/ community relationship is showcased, both across the University and within the local community and aligned to other relevant strategies. Responsible for facilitating connections and presenting proposals to oversight and operational boards as appropriate.
3. Lead on the identification, delivery and development of new programmes, events, initiatives and interventions to address identified community needs, and evaluate engaging activities and workshops related and to showcase the Greater Shankill and Queen's University relationship working on campus and off campus.
4. Contribute to the development of strategic plans across the Directorate in line with University priorities and key objectives. Represent the University at events and conferences. Raising opportunities/ issues with senior leadership teams as appropriate.
5. Create mechanisms to aid the early identification of potential issues, providing proactive solutions to maintain positive relationships. Ensure high- quality service to all project stakeholders.
6. Develop and deliver presentations to a range of audiences, including university leadership, staff and external partners.
7. Track and report on the progress and outcomes of the University and Greater Shankill relationship, reviewing and monitoring project objectives and delivery. Manage effective reporting on programme performance, including data collection and evaluation. Take initiative and being proactive in solutions/ ways forward - providing regular reports and updates to management and the QUB/Shankill Oversight Board.

8. Act as the principle point of contact for those seeking information about the academia/ community relationship in the Greater Shankill area, advocating for the interests of the community with Queen's University and vice versa. Ensure appropriate platforms are provided to deliver and showcase this work. Build, support and maintain relationships with external partners and key organisations, including public, private and third sector, as well as relevant individuals including students and staff.
9. Oversee financial management of project budgets, ensuring effective use of resources and compliance with University procedures.
10. Assign tasks and supervise support staff/volunteers involved in related activities, ensuring work is completed to required high standards and timescales, ensuring continuous improvement and efficiency.
11. Work closely with Strategic Communications and Marketing to highlight partnership achievements and develop materials that showcase impact across the University and community.
12. Contribute to the development of strategic plans across the Directorate in line with University priorities and key objectives.
13. Represent Queen's University at relevant community, regional, and national events, promoting the University's role as a Civic University and sharing good practice with external networks.
14. Identify opportunities for collaborative external working on QUB/ Greater Shankill Programme objectives ensuring alignment between work UUK, local authorities, the Programme for Government and other Universities across these islands. Ensuring best practice is shared and acted upon in relation to civic mission.
15. Undertake projects to support QUB and a range of organisations within the Greater Shankill area.
16. Any other duties that fall within the general ambit of the post.

ESSENTIAL CRITERIA:

1. A Degree (or equivalent qualification) OR substantial relevant experience to this role.
2. Significant recent professional experience in a relevant external relations role including:
 - Engaging with diverse community groups, understanding their needs and fostering relationships built on trust and mutual respect.
 - Working collaboratively to organise, deliver and evaluate programmes effectively, including managing timelines and resources.
 - Experience of identifying challenges and developing creative solutions to address them.
 - Experience of programme delivery and evaluation.
 - Delivering presentations to a range of audiences.
3. Experience of writing reports.
4. Experience managing social media accounts and developing promotional materials e.g. newsletters.
5. Exceptional organisational skills with an eye for detail and ability to manage volume and a variety of demands simultaneously and working as part of a high functioning team.
6. Excellent verbal and written communications skills, including:
 - Confidence in giving presentations to a range of audiences.
 - Meeting tight deadlines quickly and effectively.
 - Report writing experience.
7. Ability to handle sensitive situations and manage complex work programmes.
8. Excellent demonstrable IT skills.
9. Commitment to serving the community and promoting equity and inclusion.
10. Demonstrable analytical capability.
11. Excellent interpersonal skills.
12. Demonstrable ability to work collaboratively with individuals from diverse backgrounds, cultures and /or perspectives.
13. Demonstrable capacity for long-term strategic thinking.
14. 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.
15. Willingness to work flexibly as required in accordance with the needs of the post.

DESIRABLE CRITERIA:

1. Relevant budget management experience.
2. Experience of conducting community needs assessments and participatory approaches.

ADDITIONAL INFORMATION:

Informal enquiries can be directed to: Claire Graham - Claire.Harris@qub.ac.uk.