

Candidate Information

Position: Civic Engagement Officer (Job Share, 0.4 FTE)
School/Department: Civic Engagement and Strategic Communications
Reference: 25/113028
Closing Date: Monday 15 December 2025
Salary: £41,519 - £49,536 per annum (to be pro rated - 0.4FTE).
Anticipated Interview Date: Wednesday 7 January 2026
Duration: Available until 31 December 2026

JOB PURPOSE:

Reporting to the Social Impact & Civic Responsibility Manager, contribute to the delivery of the Social and Civic Responsibility and Economic Prosperity Pillar of Strategy 2030 through building and maintaining internal and external partnerships on issues of a sensitive nature, and deliver collaborative programmes and events to lead to positive outcomes with the University.

MAJOR DUTIES:

1. Provide professional advice and offer recommendations to the Social Impact & Civic Responsibility Manager, on external relations and governance, aiding the development of the University's Civic Mission sub-strategy.
2. Using a sound understanding of Civic Engagement, design and deliver appropriate mechanisms to obtain input from internal and external partners e.g., convening consultation events, servicing committees and collating feedback. Carry out analyses of the information gathered. Present results and put forward recommendations through the provision of advice, briefings, presentations, or written reports, to facilitate the interpretation of specific issues/problems and support decision making.
3. Assist in the strategic delivery of the Civic Mission sub-strategy once approved by University Management, including coordinating a programme of activities which showcase the impact of the University, its research, staff, and students.
4. Promote the civic mission of the University to internal and external audiences through a range of events and use of online and social media platforms. Working with the University's Strategic Communications team, where applicable.
5. Contribute to the maintenance of existing internal and external relationships which will support the development and delivery of the Civic Mission sub-strategy.
6. Network and build new relationships with stakeholders aligned to the Civic Mission agenda, including within the Higher Education sector, the Community sector and local government.
7. Facilitate appropriate connections between the University and the local community and voluntary sector, being a key University point of contact for these stakeholders.
8. Proactively monitor, and where relevant contribute to, developments in the external "civic university" agenda.
9. Create mechanisms to review, analyse and document outcomes and recommendations from programmes in the delivery of civic activities, and provide reports to support future decision making.
10. Provide expertise and guidance in support of academic colleagues in their delivery of place-based interventions, enhancing the educational experience for our students and increasing impact within our local communities.
11. Support the Public Affairs Manager and the Social Impact & Civic Responsibility Manager in showcasing community projects to elected representatives and policy makers.
12. Develop, disseminate, and evaluate relevant promotional materials, campaigns and publications required for the agreed programmes and activities.
13. Liaise and respond to enquiries from the community and voluntary sector, interacting with other teams in the Directorate and wider University, as required, and to provide the most appropriate form of assistance, to facilitate mutually beneficial relationships and opportunities.
14. Contribute as required to the planning, organisation, and delivery of the work within the Public Engagement Office and promote the impact of campaigns and projects as applicable, contributing to the delivery of the overall Public Engagement Strategy.

15. Report to and participate in relevant University committees as required, contributing to the University's position on its community impact and engagement policy.
16. Undertake such other duties as required by the Head of the Office.

ESSENTIAL CRITERIA:

1. Degree (or equivalent qualification) in any subject OR extensive recent relevant experience in a similar role.
2. Substantial recent (within the last seven years) relevant professional experience and knowledge gained in an external relations role, with demonstrated experience in:
 - Building relationships with and managing a variety of external stakeholders, developing programmes or services to meet their needs.
 - Project management experience associated with the development, delivery, monitoring and for the organisation of high level events.
 - Experience of developing and writing promotional materials, web content or social media management.
 - Experience of collaborative working with internal teams to produce successful outcomes for the organisation.
 - Demonstrable experience of budget management.
 - Line management / staff supervisory experience.
3. Demonstrable knowledge of Civic University within the Higher Education sector.
4. Exceptional organisational skills with an ability to manage volume and variety of demands simultaneously.
5. Demonstrable experience of strong networking skills and an ability to consistently build mutually positive relationships with stakeholders.
6. Excellent verbal and written communications skills, including:
 - Demonstrable ability to draft briefing documents or reports to inform decision making.
 - Demonstrable ability to engage a range of audiences.
 - Demonstrable ability of using sound judgement and discretion.
7. Evidence of ability to work with own initiative, at times unsupervised and under pressure of deadlines.
8. Excellent planning and organising skills.
9. Willingness to work flexibly when required and to undertake business travel which may involve overnight stays (in accordance with needs of the post).

DESIRABLE CRITERIA:

1. Experience of work in an educational or community/voluntary setting.
2. Demonstrable understanding of the role of universities and their contribution to society.

ADDITIONAL INFORMATION:

Informal enquiries can be directed to: Raymond Miller - Raymond.Miller@qub.ac.uk.