JOB DESCRIPTION

**POST TITLE:**  Engagement Officer

**GRADE:** Harmonised Salary Scale Points 20-23

**WORK ARRANGEMENTS:** 37 hours per week/52 weeks per year

**DEPARTMENT:** Marketing & Engagement

**RESPONSIBLE TO:**  Community Engagement Manager

**RESPONSIBLE FOR:** Assisting with the generation of enquiries. Planning, implementation and delivery of a variety of engagement activities including events, presentations, workshops, information sessions, visits and to support the College’s vision to become and sustain outstanding.

**PURPOSE OF THE POST**

1. Key features of the role will include extending and developing the customer engagement service to the youth community, including existing pre 16 College students.
2. Delivering presentations to school students, youth groups, teachers, parents and guardians on the opportunities, provision and progression routes available at Chesterfield College and apprenticeships through Learning Unlimited. Hence promoting positive customer relationships.
3. Strive to achieve consistently outstanding provision.

# **DUTIES AND RESPONSIBILITIES**

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| 1. Work effectively together with classroom based, work-based and cross-college colleagues as one team, respecting and valuing each other to deliver outstanding services to students
2. Develop links and work with stakeholders, youth communities, schools and College Directorates to organise and manage a variety of events including; work experience, taster sessions, presentations, tours, visits and challenges. To produce a timetable of College, school based and community activities.
3. Working with the Customer Engagement Team Leader to plan recruitment campaigns and assist with the design of presentations and other marketing material.
4. Assisting with organising and attending College events such as the Advice/Open Days and briefings for stakeholders.
5. Organising Taster sessions and assisting with the organisation of other events for Pre-16 groups including Next Steps, Children’s University, School Challenges and Pre16 progression.
6. Liaise internally with Directorates and departments to co-ordinate the involvement of curriculum and support staff at engagement events. Ensuring staff are briefed and fully understand the aim of each event.
7. Provide information and advice at school and community events such as parents’ evenings, HE events, careers events, Open Days, other school based functions and community events such as fairs, fetes and galas.
8. Providing information and advice at regional events and exhibitions such as Skills Festivals, The Big Event and shows.
9. Assisting in the distribution of prospectuses and marketing materials to schools, other key stakeholders, youth groups and the wider community.
10. Develop a network of contacts and liaise with external partners to promote College positively and professionally at all times.
11. Ensure up to date with new developments within FE and Chesterfield College. Including information on College courses, progression routes, pre-16 opportunities, careers information and labour market intelligence.
12. Support engagement activity for the regional Learning Unlimited offices based in Derby, Manchester and Nottingham.
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# **GENERAL**

1. Take responsibility for one’s own professional development and continually update as necessary, participating in appropriate staff development activities as required including the Professional Development Review.
2. Promote a positive image of the College and the work that is carried out across its various services.
3. Comply with all legislative and regulatory requirements.
4. Apply the College’s own Safeguarding Policy and practices and attend training as requested.
5. Show a commitment to diversity, equal opportunities and anti-discriminatory practices. The post holder is expected to comply with and promote the College’s Equal Opportunities Policy in all aspects of their duties and responsibilities.
6. Carry out any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the job.
7. Take an active role in the health, safety and welfare of students and staff, attending training and carrying out health and safety related activities as appropriate to the role.

Person Specification

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| **Post:** | Engagement Officer | **Department:** | Marketing & Engagement |

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| **Key Requirements:** | **Essential/****Desirable** | **Assessed** |
| **Qualifications:** |  |  |
| English and Mathematics at Level 2 | **E** | **A** |
| Level 3 Award in Education and Training (PTLLS equivalent) (or willing to work towards) | **E** | **A** |
| Degree or equivalent | **D** | **A** |
| IAG/Guidance qualification (or willing to work towards) | **D** | **A** |
| **Experience:** |  |  |
| Working in a guidance or customer service environment | **E** | **A, I** |
| Delivering presentations to an audience | **D** | **A, I** |
| Interacting effectively with young people | **D** | **A, I** |
| PR experience | **D** | **A, I** |
| Guidance experience | **D** | **A, I** |
| Working in FE | **D** | **A, I** |
| Event Organisation | **D** | **A, I** |
| **Skills/Knowledge:** |  |  |
| Excellent presentation skills | **D** | **A, I** |
| Ability to work as part of a team | **E** | **I** |
| Excellent communication and interpersonal skills | **E** | **I** |
| Computer and keyboard skills | **E** | **I** |
| Understanding of PR techniques or guidance techniques | **D** | **A, I** |
| Competent word processing, ability and knowledge of databases and PowerPoint | **E** | **A, I** |
| Knowledge of the post-16 education sector | **D** | **A, I** |
| **Qualities:** |  |  |
| Ability to work under pressure | **E** | **I** |
| Willingness to undertake substantial travel in line with the needs of the role | **E** | **I** |
| Willingness to work unsocial hours | **E** | **I** |
| Flexibility in working patterns | **E** | **I** |
| **Other Requirements:** |  |  |
| An understanding of Safeguarding of Children & Vulnerable Adults within the workplace | **E** | **I** |
| Full commitment to Equal Opportunities and anti-discriminatory working practices | **E** | **I** |

**E = Essential D = Desirable A = Application I = Interview T = Test**

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| **Produced by:** | Rachel Westwood | **Date Produced:** | June 2017 |