



## Job Description

<b>Job Title:</b>	Engagement Lead		
<b>Department:</b>	Engagement	<b>Location:</b>	Stornoway
<b>Grade:</b>	<b>NSUP19-22</b>		
<b>Report To:</b>	Engagement Manager		

### Job Purpose:

The post holder will be responsible for the day to day running of the centre / campus, supporting students and any other activity linked to the Centre / Campus.

The post holder will lead their local Engagement Team.

The post holder will be responsible for engagement with businesses, schools and the community in their catchment area.

The post holder will be responsible for a range of tasks and work flexibly in the Engagement Team.

### Context

The post requires significant interface with all departments throughout the college.

The role requires a high level of proactivity and strong organisational skills as well as an ability to engage with students, staff, customers and external bodies at all levels.

The post holder will have access to highly confidential and sensitive information and will therefore be required to maintain this confidentiality and is expected to be able to deal with sensitive matters appropriately using sound judgement.

### Key Accountabilities

The post holder will:

Support the student experience team by providing support services to any students using the Centre / Campus.

Lead the day to day running of their Centre / Campus, and line manage any Engagement staff.

Lead in the engagement and provision of courses for the local businesses and community.

Be the key contact for schools in their area.

Raise the profile of the college in their community areas.

Be an ambassador for UHI North, West and Hebrides.

## **Duties and responsibilities**

The following duties and responsibilities are intended to give a broad indication of the variety of tasks the post holder may be asked to undertake. It should be noted that a job description is not an exhaustive list of activities, and staff may be asked to carry out other duties commensurate with the level of the post. The job description may also be amended to take account of changed circumstances, and staff will be consulted when this is necessary.

## **Terms and Conditions**

This post is governed by Support Staff terms and conditions, which are subject to collective bargaining processes.

## **ENGAGEMENT**

- To support the student experience team by providing support services to any students using the Centre / Campus.
- To be the first point of contact for the centre / campus, also to be the responsible person for adverse weather decision making.
- To be the key contact for schools in their area, attending events such as parent's evenings where possible. Promote the college as an extension of the school curriculum and promote the wider college provision.
- Engage with the local business community and support their learning requirements.
- Liaise with the local community to deliver courses using the Engagement and Enterprise course procedures.
- Attend local events raising the profile of the college.
- Ensure that reception is covered where possible.
- Reporting maintenance needs to Site services and work with Site services in the opening and closing of the building.
- Invigilate assessments.
- Work with other teams across the college.

## **General**

- Proactively contribute to own personal development and supporting the wider sustainability of UHI North, West and Hebrides;
- Contribute to UHI's climate, biodiversity, and sustainability goals, including net-zero by 2040;
- Ensure consistency and equality at all times and proactively engage in UHI North, West and Hebrides values of trust, integrity and excellence.
- Ensure the health and safety of self and others and compliance with safeguarding, data protection requirements and all college policies;
- Work collaboratively with colleagues to ensure a whole college focus and approach

## **Appendix: Personal Attributes Framework First Line Managers/Cross-college Managers/Team-Leaders/Supervisors - Leads a team and/or a specialist function**

- Provides a sense of direction for the team, helping them to understand their role and value to the college and UHI.
- Understands what motivates others and adapts own style as appropriate.
- Provides support and guidance when required.
- Guides the performance and development of others through empowerment and delegation.
- Mentors, and coaches staff.
- Delegates tasks that challenge or enhance personal awareness in others. • Motivates others to achieve and overcome obstacles

### **Teamworking/Communication – Working with others in a constructive and supportive way to achieve goals and manage change.**

- Gives constructive feedback to others
- Holds regular team meetings to discuss progress against objectives and overall performance.
- Seeks and promotes opportunities for collaborative working
- Ensures that staff are fully aware of their responsibilities and have the relevant training and knowledge to enable them to carry out their work effectively.
- Clearly articulates the vision and keeps the focus on change and inspires others to deliver service improvements.
- Gains commitment from others by consulting and involving them
- Is open to discuss/explore change.

### **Performance – Managing performance of teams across the college and creating development opportunities**

- Provides ongoing constructive performance feedback.
- Encourages team members to review their strengths and development needs in line with their role and the personal skills.
- Constructively challenges unacceptable behaviour
- Objectively assesses job knowledge and challenges areas of under-performance
- Agrees performance objectives and service priorities.
- Scopes, plans and manages projects/ resources to deliver to time, quality and cost.

- Sets self and others stretching goals, standards and targets where these will help to improve service.
- Acknowledges, recognises and rewards excellent service.
- Establishes a positive learning environment for staff and students.
- Leading on team self-evaluation and planning for continuous improvement and enhancement.

## Person Specification

Criteria	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Qualification to HNC level (SCQF Level 7) or above or equivalent experience</li> <li>• High proficiency of IT skills</li> </ul>	HND or Degree qualification First Aid Health and Safety qualification or experience
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience in a customer facing role</li> <li>• Resolving issues and dealing with confidential information</li> <li>• Management experience</li> <li>• Experience in organising events or activities Working as part of a team, also under own initiative</li> </ul>	<ul style="list-style-type: none"> <li>• Line management experience</li> <li>• Working within an educational setting Engagement within schools, external agencies and the local community</li> </ul>
<b>Knowledge &amp; Skills</b>	<ul style="list-style-type: none"> <li>• Effective written and verbal communication skills</li> <li>• Excellent use of IT skills</li> <li>• Ability to work to deadlines</li> <li>• Accuracy and attention to detail</li> <li>• Organising of events and keeping to budget</li> </ul>	<ul style="list-style-type: none"> <li>• Participating in online meetings</li> <li>• An ability in developing lasting customer relations with individuals, businesses, schools and communities.</li> <li>• Business skills</li> <li>• Ability to communicate in Gaelic</li> </ul>
<b>Personal Qualities*</b>	<ul style="list-style-type: none"> <li>• Outgoing personality with leadership qualities</li> <li>• Customer focussed approach</li> <li>• Flexibility in order to meet deadlines</li> <li>• Self motivated</li> <li>• Can work well within a team</li> <li>• Calm and mature approach</li> <li>• Confidentiality</li> <li>• Demonstrate enthusiasm and a willingness to learn new skills</li> <li>• Innovative outlook.</li> <li>• Ability to act as ambassador for the College in high level external contexts</li> <li>• Also: see personal attributes framework</li> </ul>	<ul style="list-style-type: none"> <li>• Interested in education and life long learning</li> <li>• Links with local communities and a commitment to community engagement</li> <li>• Adaptable to change</li> </ul>

<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Commitment and ability to undertake and/or continue professional development in a relevant discipline</li> <li>• Clean driving licence</li> <li>• Be willing to work flexible hours when necessary to meet requirements of the post</li> <li>• Be willing to regularly travel on College business, between centres, UHI and within Scotland</li> <li>• Satisfy appropriate Disclosure Scotland checks</li> </ul>	
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\*Please note that the personal qualities, whilst desirable, will not be considered when shortlisting in line with the essential criteria for the role.

**KEY TERMS AND CONDITIONS OF EMPLOYMENT**

<p>Hours of Work</p>	<p>This post is for 30 hours per week but you may be required to work additional hours to meet service requirements. The normal full-time working week is one of 35 hours.</p>
<p>Duration</p>	<p>This a part-time, temporary post.</p>
<p>Salary</p>	<p>The salary for this post is on Support Scale Point NSUP19-22, (£31,567 - £33,405 per annum) pro-rata</p>
<p>Holidays</p>	<p>33 days in a full year plus 12 public/general holidays, pro-rata for part-time workers.</p>
<p>Location</p>	<p>The position will be based primarily at our Stornoway Campus, but you may be required to travel to in any campus of UHI North, West and Hebrides.</p>

Pension	You will be contractually enrolled into the Local Government Superannuation Scheme. Further details are available upon appointment.
References/ Medical Assessment/ PVG Check	For external candidates' appointment will be subject to references and a PVG check, which will be taken up after an offer has been made.

*UHI North, West and Hebrides, an equal opportunities employer, is a registered charity which exists to provide Further and Higher education.*

