

JOB DESCRIPTION

Job Title:	Engagement Lead	Approved By:	Susan MacLean
Job Holder:	Vacant		
Report To:	Engagement Manager	Date:	October 2024
Grade:	NSUP 19-22	Location:	Stornoway

PURPOSE

The post holder will be the key contact for the Engagement team within the Stornoway campus.

The post holder will contribute to the overall growth and success of the college through the local provision of courses and events.

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

KEY AREAS

The post holder will:

- Be responsible for leading all campus activities.
- Lead the local Engagement team.
- Lead on the planning of business and leisure provision, in accordance with Enterprise and Engagement procedures.

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.

- Provide a high-quality customer facing role, dealing with enquiries and signposting where appropriate.
- Be a local ambassador for the college.
- Supporting students on their student journey where required.
- Engage with local schools, taking opportunities to promote the college as an extension of the school curriculum and promote the wider college provision
- Engage with the local business community to offer relevant courses.
- Engage with the local community to offer courses and events.

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- Be a keyholder, opening the Campus when required.
- Line management of local Engagement staff
- Meet the KPI's outlined in the Enterprise and Engagement strategy, ensuring all annual objectives are achieved.
- Use of the CRM tool.
- Engaging across the college teams, particularly with Enterprise and Marketing. You will market local courses also the wider college curriculum offering.
- Any other task relevant to your role.

GENERAL

- Proactively contributing 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;
- Ensuring consistency and equality at all times;
- Ensuring compliance with data protection requirements and all college policies as required, including appropriate responsibility to ensure the health and safety of self and others;
- Working collaboratively with colleagues to ensure a whole college focus and approach

CONTEXT

- The post requires significant interface with internal curriculum teams, the wider Engagement Team, the Enterprise and Marketing teams, other teams across the college and with students.
- The role requires a high level of proactivity and strong organisational skills as well as an ability to engage with staff at all levels as well as other external bodies.
- The post holder may 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.

PERSON SPECIFICATION

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Qualification to HNC level (SCQF Level 7) or above or equivalent experience • High proficiency of IT skills 	<ul style="list-style-type: none"> • HND or Degree qualification • First Aid • Health and Safety qualification or experience • Willingness to upgrade qualifications as required by the post.
Experience	<ul style="list-style-type: none"> • Experience in a customer facing role • Handling a wide range of enquiries by email, telephone and in person. • Resolving issues and dealing with confidential information • Management experience • Experience in organising events or activities • Working as part of a team, also under own initiative 	<ul style="list-style-type: none"> • Line management experience • Working within an educational setting • Engagement within schools or local community
Knowledge & Skills	<ul style="list-style-type: none"> • Effective written and verbal communication skills • Excellent use of IT skills • Ability to work to deadlines • Accuracy and attention to detail • Organising of events and keeping to budget 	<ul style="list-style-type: none"> • Participating in online meetings • An ability in developing lasting customer relations with individuals, businesses, schools and communities. • Business skills • Ability to communicate in Gaelic

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<p>Personal Qualities</p>	<ul style="list-style-type: none"> • Outgoing personality with leadership qualities • Customer focussed approach • Flexibility in order to meet deadlines • Self motivated • Can work well within a team • Calm and mature approach • Confidentiality • Demonstrate enthusiasm and a willingness to learn new skills • Innovative outlook. 	<ul style="list-style-type: none"> • Interested in education and life long learning • Links with local communities and a commitment to community engagement • Adaptable to change
<p>Other</p>	<ul style="list-style-type: none"> • Clean driving licence • Be willing to work flexible hours when necessary to meet requirements of the post • Be willing to regularly travel on College business, between UHI centres, as required • Commitment to support the achievement of UHI's Sustainability Policy and Strategy 2023-30 objectives 	

KEY TERMS AND CONDITIONS OF EMPLOYMENT

Hours of Work	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.
Duration	This a part-time, permanent post.
Salary	(SUPPORT STAFF) The salary for this post is on Support Scale Point NSUP19-22, (£30,283 - £32,043 per annum) pro-rata plus Islands Allowance
Holidays	(SUPPORT STAFF) 33 days in a full year plus 12 public/general holidays, pro-rata for part-time workers.
Location	The position will be based primarily at our Stornoway Campus, but you may be required to work in any campus of UHI North, West and Hebrides.
Pension	(SUPPORT STAFF) 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.

