

## THE UNIVERSITY OF NOTTINGHAM

### Recruitment Role Profile Form

**Job Title:** Assistant Off Campus Affairs

**School/Department:** Off Campus Student Affairs

**Job Family and Level:** Administrative, Professional, Managerial Level 4

**Contract Status:** Maternity Cover

**Hours of Work:** Full Time-36.25 hours per week

**Location:** University Park

**Reporting to:** Manager Off-Campus Student Affairs

**Purpose of the New Role:**

Working closely with the University's Manager off Campus Student Affairs to develop and deliver strategies for ensuring effective liaison and co-operation between different agencies and the community enhancing the University's standing as a responsible institution in the community context.

This area is expanding to ensure we undertake and fulfil our Social Responsibility as stated in the University Strategic Plan -Being good neighbours.

This post will also act as Deputy Warden at Raleigh Park and St Peter's delivering pastoral care and investigating complaints.

	<b>Main Responsibilities</b>	<b>% time per year</b>
1.	This post will be responsible for the development and delivery of the department's educational projects under the direction of the manager. Informing students living off campus and within the local community of their social responsibilities and keeping them safe and secure whilst they study at the University. To develop suitable tools and techniques to measure progress of the projects. This will necessitate engaging with partners in the implementation of the projects.	25%
2.	To be responsible for a geographical area, liaise with external parties including local authorities, local police, students' union, landlords and community representatives to build positive relations between students and residents. To provide a single point of contact in that area so the community will know how to (and be able to) contact the University in order to obtain assistance or to lodge a complaint, identifying issues which may affect community/student relations. This will include attending meetings, developing relations with organisations, meditation, putting strategies into place to maintain positive and responsible relationships between the University and the local community.	25%
3.	Act in the capacity of Deputy Warden to Raleigh Park and St Peter's Court, to support the manager off campus student affairs in the pastoral care and administrating of the disciplinary code for students. To be available to students	20%

	who may have problems and to refer them to appropriate student support services at the University and other relevant agencies eg police, local authority officers etc. with support from the tutors in their pastoral duties. Also dealing with complaints and forwarding to the manager for discipline if appropriate.	
4.	Responsibility for media communication for the department including updating webpages, press releases, and telecommunications, taking the lead for YouTube, face book and Twitter. Further development of the communication strategy cultivating links with marketing and communication department	10%
5.	Assisting in investigating complaints received from the local community and agencies of a sensitive and confidential nature. Under the direction of the manager take appropriate action.	10%
6.	Implementing comprehensive new data systems for the complaints received and transferring all hard copy files into spreadsheets where appropriate.	10%

### Knowledge, Skills, Qualifications & Experience

	Essential	Desirable
<b>Qualifications/ Education</b>	Educated to degree level, or equivalent, plus some hands on experience in a similar role <b>or</b> a proven track record of extensive relevant work experience.	
<b>Skills/Training</b>	<p>Excellent interpersonal and negotiation skills, including the ability to effectively deal with matters of a sensitive and confidential nature.</p> <p>Excellent team working skills and the ability to work effectively with staff at different levels of the organisation.</p> <p>Ability to communicate clearly and effectively through oral and presentational skills as well as excellent writing skills and an aptitude for producing complex reports.</p> <p>Capability to prioritise workload; work independently, intuitively with flexibility and resourcefulness.</p> <p>Ability to be patient.</p> <p>Ability to set SMART goals and to fit into a well established department and a strong network community.</p>	
<b>Experience</b>	<p>Extensive experience of communicating through written and verbal communication with people on all levels is essential.</p> <p>A sound knowledge of how to deliver projects from conception through to delivery and how to evaluate.</p>	Experience of working within an HEI and/or a sound understanding and empathy for HE and community issues.

	<p>Ability to apply skills and knowledge in new contexts and to think beyond traditional solutions.</p> <p>Experience of conflict management, working in difficult community situations.</p>	
<b>Statutory/Legal</b>	A commitment to equal opportunities.	

**Additional Information**

This role requires a dynamic person who is adaptable and who rises to the challenge of working within a fast-paced environment.

The role is varied and a flexible approach is needed as the employee will be required to attend evening meetings and the occasional weekend activities.

For further information on the department, please visit the website: [www.nottingham.ac.uk/yourcommunity](http://www.nottingham.ac.uk/yourcommunity) or contact Melanie Futer, Manager Off-Campus Student Affairs on 0115 85 14649.