



Job title	Head of Community Engagement	Job family and level	Administrative, Professional and Managerial Level 5
School/ Department	Student Living – Deputy Registrars	Location	All Campuses

Purpose of role

The Head of Community Engagement at a prestigious Russell Group UK university plays a critical role in fostering positive relationships between the university, local authorities, residents, and community stakeholders. This role requires a strategic leader with excellent communication, collaboration, and leadership skills.

The Head of Community Engagement will lead a team of Community Engagement staff and Student Community Ambassadors, focused on enhancing student behaviours within the surrounding community. The position reports directly to the Associate Director Student Living.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<ul style="list-style-type: none"> • Stakeholder Relationship Management: • Cultivate and maintain strong relationships with Nottingham City Council, local councils, residents' associations, students' union and other relevant community stakeholders. • Collaborate with these stakeholders to develop mutually beneficial initiatives that promote positive town-gown relations and address community concerns. • Represent the university at community events, meetings, and forums to demonstrate commitment to community engagement. 	25%
2	<ul style="list-style-type: none"> • Team Leadership and Management: • Lead and inspire a team and student community ambassadors responsible for building positive connections between students and the local community. • Provide clear direction, mentorship, and support to community ambassadors, fostering a culture of engagement and professionalism. 	20%

	<ul style="list-style-type: none"> • Oversee recruitment, training, and development of community ambassadors to ensure a cohesive and effective team. 	
3	<ul style="list-style-type: none"> • Community Engagement Strategy: • Develop and execute a comprehensive community engagement strategy that aligns with the university's goals and values, the Student Living Strategy and Universities for Nottingham Civic agreement. • Identify opportunities for collaborative projects that benefit both the university and the community, fostering a sense of partnership. • Monitor and assess the effectiveness of community engagement initiatives, making data-driven adjustments as needed. 	10%
4	<ul style="list-style-type: none"> • Student Behavior Improvement: • Collaborate with university departments and student organisations to develop programs that educate students about responsible behaviour and the importance of being good neighbours. • Implement strategies to address and mitigate potential conflicts between students and local residents, enhancing the overall community experience. • Promote university wellbeing initiatives and signposting for support. • Build a response process with wider university stakeholders in relation to student behaviour concerns. 	10%
5	<ul style="list-style-type: none"> • Preventative Measures and Annual Campaigns: • Design and implement an annual plan of local campaign work focusing on preventative measures to ensure positive student-community interaction and behaviour framework. • Collaborate with internal and external partners to develop campaigns that address specific challenges, such as noise control, waste management, and community integration. • Monitor the impact of campaigns, using both qualitative and quantitative data to assess their success in promoting positive behaviours. 	10%
6	<ul style="list-style-type: none"> • Communication and Advocacy: • Serve as a spokesperson for the university's community engagement efforts, both internally and externally. • Develop and distribute communication materials that highlight the university's commitment to community collaboration and its positive impact. 	10%
7	<ul style="list-style-type: none"> • Partnership Development: • Identify potential partnership opportunities with local businesses, nonprofits, and organisations to further enhance the university's presence and positive influence in the community. 	5%

	<ul style="list-style-type: none"> • Seek out opportunities for joint initiatives that promote economic development, social well-being, and cultural enrichment. 	
8	<ul style="list-style-type: none"> • Data Analysis and Reporting: • Gather and analyse data related to community engagement efforts, evaluating the impact of various initiatives on student behaviour and community satisfaction. • Prepare regular reports and presentations for university leadership, highlighting achievements, challenges, and areas for improvement. 	5%
	<ul style="list-style-type: none"> • Any other duties • Representation at university key dates such as open day, graduation and arrivals • Any other duties appropriate to the grade and role of the post holder • Flexible approach to work patterns to suit the operational delivery of the service to include evening and weekend work to support campaigns throughout the year. 	5%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Ability to lead, motivate, and mentor. ▪ Exceptional skills in building and maintaining positive relationships with diverse stakeholders. ▪ Proficiency in developing and executing strategic community engagement plans. ▪ Excellent written and verbal communication skills for effective advocacy and representation. ▪ Strong ability to collaborate across departments, organisations, and sectors. ▪ Skill in identifying challenges and developing innovative solutions. ▪ Competence in using data to inform decision-making and measure the impact of initiatives. ▪ Experience in managing multifaceted projects from conception to evaluation. ▪ Understanding and respect for diverse cultures and communities. ▪ Ability to effectively advocate for the university's community engagement initiatives. ▪ Aptitude in resolving conflicts and managing potential tensions. 	
Knowledge and experience	<ul style="list-style-type: none"> ▪ Relationship and external stakeholder management ▪ Proven planning and organisation skills ▪ Experience and knowledge of Accessibility and EDI principles ▪ Experience of working with and influencing senior management ▪ Experience of dealing with highly confidential, sensitive information 	<ul style="list-style-type: none"> ▪ Widespread awareness and understanding of the activities and objectives of the University, both current and future ▪ Widespread political awareness in both city and local council ▪ Knowledge of Housing legislation
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ First degree, or equivalent qualification <p>OR</p>	

	<ul style="list-style-type: none"> ▪ A proven track record of extensive relevant work experience demonstrating a deep and specialised knowledge of community engagement. <p>AND</p> <ul style="list-style-type: none"> ▪ Substantial experience in the Higher Education sector 	
Statutory, legal or special requirements	<ul style="list-style-type: none"> ▪ Well-developed understanding of the relevant professional, legal and regulatory requirements of the service and area of work 	



As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those whose protected characteristics under the Equality Act 2010, are not well-represented in our current staff body.

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.
- Taking ownership** Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.
- Forward thinking** Driven to question the status quo and explore new ideas, supporting the team to "lead the way" in terms of know-how and learning.
- Professional pride** Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.
- Always inclusive** Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.

Key relationships with others

