



Job title	Community Engagement Manager (Social Responsibility)	Job family and level	Administrative, Professional and Managerial Level 4
School/ Department	Student Living – Community Engagement	Location	All campuses

Purpose of role

The Community Engagement Manager with Social Responsibility Lead position at a UK Russell Group university is a vital role aimed at fostering positive relationships between the university, its students, and the local community. This role requires a dynamic individual who is passionate about promoting social responsibility, enhancing community relations, ensuring harmonious coexistence, and prioritising student wellbeing. The role involves addressing student behaviour in the community, implementing preventive measures, managing conflicts, collaborating with public services, Students' Union and external stakeholders, as well as providing wellbeing triage and signposting support.

This role a pivotal role in shaping the university's relationship with the community, promoting responsible behaviour among students, and positive wellbeing. This position requires a compassionate person who can balance the interests of the university, students, and the local community while providing essential support to students in need and will deputise for the Head of Community Engagement when required.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	Student behaviour and social responsibility <ul style="list-style-type: none">▪ Create and implement strategies to promote responsible student behaviour within the community, emphasising respect, ethical conduct, and civic engagement.▪ Collaborate with the wider Student and Campus Life team, and student groups to integrate social responsibility initiatives into a proactive engagement initiative and extracurricular activities.▪ Design and execute proactive campaigns, workshops, and educational programs to raise awareness about community expectations and the potential impact of student actions.▪ Design and execute proactive campaigns, workshops, and educational programs to raise awareness about independent living.▪ Develop resources that empower students to make informed decisions that positively contribute to the community.▪ Develop and maintain strong partnerships with local community organisations, residents, and businesses to facilitate open communication and collaboration.▪ Represent the university at community events, meetings, and forums, acting as a liaison between the institution and the community.	55%

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
	<ul style="list-style-type: none"> ▪ Offer initial support, assessment, and appropriate referrals to internal and external partners. ▪ Reinforce campaigns for Report and Support in the community and provide initial response where appropriate. ▪ Develop and build a strong relationship with accommodation providers across the city and other campuses to ensure students can be supported. 	
2	Conflict resolution and mediation <ul style="list-style-type: none"> ▪ Establish a mediation framework for addressing conflicts between students to students and community members, aiming to resolve disputes in a fair and amicable manner. ▪ Organise and maintain a pool of trained staff members and student unions staff in conflict resolution techniques, fostering a culture of effective communication and understanding. ▪ Ensure adequate training and annual refresher training for mediation pool staff and schedule appropriate supervision time to discuss cases. 	25%
3	Discipline management <ul style="list-style-type: none"> ▪ Collaborate with relevant university departments to enforce codes of conduct and policies related to student behaviour in the community. ▪ Working with colleagues to design and implement a restorative justice approach to discipline that balances accountability with opportunities for growth and learning. ▪ Work with the Conduct & Investigation team to manage cases and escalate appropriately. ▪ Work with Head of Community Engagement to respond to resident complaints. 	10%
4	Data analysis and reporting <ul style="list-style-type: none"> ▪ Collect and analyse data on student-community interactions and incidents to identify trends, areas of improvement, and successful interventions. ▪ Prepare regular reports and presentations for university leadership, showcasing the impact of community engagement efforts and social responsibility initiatives. 	5%
5	Any other duties associated with student living appropriate to the grade and role of the post holder as directed by Head of Community Engagement and Associate Director Student Living. <ul style="list-style-type: none"> ▪ 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. ▪ Representation at university key dates such as open day, graduation and arrivals. ▪ Deputise for Head of Community Engagement. ▪ Any other duties appropriate to the grade and role of the post holder. ▪ Requirement to drive a fleet vehicle. 	5%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Excellent planning skills and the ability to balance conflicting deadlines and multiple priorities. ▪ Experience of planning and delivering educational campaigns. ▪ Excellent interpersonal skills, with the ability to engage with people across the spectrum with responsibility and experience. ▪ Good analysis skills with which to monitor and assess student and community issues. ▪ Delivery focused to ensure projects are completed successfully on time. ▪ Excellent IT skills including advanced working knowledge of Microsoft Office applications (e.g., Outlook, Word, Excel, PowerPoint and Access). ▪ Ability to manage stakeholders effectively. 	<ul style="list-style-type: none"> ▪ The 'Essential' skills developed within a comparable working environment.
Knowledge and experience	<ul style="list-style-type: none"> ▪ Experience of managing the successful delivery of concurrent projects and competing priorities under pressure to meet strict deadlines. ▪ A proven record of providing and developing programs of activity aimed at increasing social cohesion and a sense of community within a particular setting. ▪ Evidence of experience of dealing with students/young people offering support as appropriate. ▪ Experience of student incident management, working as a team to support students in crisis. ▪ Collaborative with experience of managing teams to deliver under pressure. ▪ A proven record of relevant work experience working to support community cohesion and manage community tension. 	<ul style="list-style-type: none"> ▪ Broad knowledge of accommodation, residential experience or managing communal living. ▪ Awareness of the Higher Education sector and current issues related to student experience, student behavior and community relations. ▪ Knowledge of case management system ▪ Understanding of university policies, codes of conduct, and disciplinary processes. ▪ Mediator training.

	Essential	Desirable
	<ul style="list-style-type: none"> ▪ Experience of managing positive internal and external relationships ▪ Experience of planning, prioritising, and managing workload, projects, and deadlines ▪ Experience of working collaboratively and in teams to deliver projects successfully. ▪ Understanding of, and experience of working to relevant regulation policies such as Data Protection Act, Disability Discrimination Act, etc. 	
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Educated to degree level or equivalent or have a proven track record of relevant work experience demonstrating a deep and specialised knowledge of community engagement. 	<ul style="list-style-type: none"> ▪ First Aid trained. ▪ Any appropriate social care/ pastoral care training or qualifications. ▪ SVLO. ▪ Mental Health First Aid. ▪ Health and Safety. ▪ Substantial experience in the Higher Education sector.
Statutory/legal	<ul style="list-style-type: none"> ▪ Flexible approach to work patterns as this role is required to work evenings and weekends. ▪ A commitment to delivery of high standards of professional service. 	



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

