



Job title	Community Engagement Officer	Job family and level	Administrative, Professional and Managerial Level 3
School/ Department	Deputy Registrars / Student & Campus Life / Student Living	Location	University Park Campus (and wider community)

Purpose of role

The Community Engagement team empower students living in Nottingham by delivering impactful educational campaigns that support the development of essential life skills alongside academic success. We act as a vital link between students and the wider community, addressing concerns, managing student conduct, and ensuring student welfare in off-campus residences. As a Community Engagement Officer, you'll play a pivotal role in delivering a high-quality service to students, community stakeholders, and the public. You'll be instrumental in supporting our team's mission to create a positive and thriving student community.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	Coordinate, administrate and oversee the incoming requests for support / complaints / questions and queries <ul style="list-style-type: none">▪ Be responsible for coordinating a number of e-mail inboxes and communication channels.▪ Respond to simple enquiries or referring complex matters.▪ Dealing with students, staff and enquiries and complaints from members of the public.▪ Search for student details and collate information using the University student records database.▪ Generating jobs / cases and processing through exiting systems.▪ Recording completed casework in several relevant databases▪ Making internal referrals and requests for information	10%
2	Student Behaviour and Social Responsibility <ul style="list-style-type: none">▪ Process student misconduct investigations and outcomes from inception to completed jobs / cases.▪ Work with the Social Responsibility Manager to integrate social responsibility initiatives into a proactive engagement initiative and extracurricular activities▪ Process and record all off campus student welfare cases, working closely with colleagues from other departments as well as external stakeholders.	40%

	<ul style="list-style-type: none"> ▪ Record cases on the department dashboard to generate statistics, create reports and present data. ▪ Develop and maintain strong partnerships with local community organisations, residents, and businesses to facilitate open communication and collaboration ▪ Offer initial support, assessment, and appropriate referrals to university counselling services, mental health resources, and external agencies as needed ▪ Support the Social Responsibility Manager in the development of a mediation framework for addressing conflicts between students to students and community members, aiming to resolve disputes in a fair and amicable manner. ▪ Working with colleagues to support the design and implementation of a restorative justice approach to discipline that balances accountability with opportunities for growth and learning. 	
3	<p>Coordinate and actively support the delivery of community-based campaign work</p> <ul style="list-style-type: none"> ▪ Help in the planning and preparation of all departmental campaigns. ▪ Support department staff, student ambassadors, and third party partners on location, in the community, actively helping to deliver campaigns. ▪ Work with various external agencies such as the Students' Union, Police, Community Protection and Environmental Health to coordinate resources for education campaigns. ▪ Collect and analyse data on student-community interactions and incidents to identify trends, areas of improvement, and successful interventions. 	20%
4	<p>Communications and social media coordination</p> <ul style="list-style-type: none"> ▪ Coordinate the department social media channels and web pages, forming strong working relationships with the University marketing and communications department. 	5%
5	<p>Pastoral care and welfare support</p> <ul style="list-style-type: none"> ▪ Be the first line of contact for pastoral care support, signposting students who are experiencing communal living difficulties. ▪ Make appropriate referral and escalation decisions for communal living issues and conflicts that cannot be easily resolved or that require professional or emergency support to the relevant University or external services. ▪ Respond, report and manage communal living issues within the residences following policies and procedures to ensure staff and student safety. 	10%
6	<p>Management of Community Relationships</p> <ul style="list-style-type: none"> ▪ To develop good working relationships with other University services, utilising these relationships when dealing with incidents which may occur in the community 	10%

	<ul style="list-style-type: none"> Liaise with appropriate external agencies in order to promote greater understanding of community issues and develop appropriate solutions and strategies for ensuring effective liaison and co-operation between the stakeholders 	
7	<ul style="list-style-type: none"> 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. 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. Required to drive a university fleet vehicle. 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 	5%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Extensive I.T. knowledge including all MS Office software, email, video conferencing and databases. ▪ Excellent oral and written communication skills. ▪ Ability to build working relationships within the department, University and external organisations. ▪ Able to work as part of a team. ▪ Ability to work independently to resolve complex internal and external queries and to provide and maintain a high level of customer service whilst working to deadlines ▪ Accuracy, reliability, willing and adaptable to learn new skills and procedures as required by changing University procedures and legislation ▪ Flexible approach and ability to work on own initiative and contribute to new opportunities ▪ Ability to work accurately under pressure and meet deadlines ▪ Positive attitude to team working, flexibility and willingness to train in new systems and adapt to changing situations and needs. ▪ Ability to multi-task and manage a diverse workload ▪ Ability to proactively work on projects in a community setting such as educational campaigns, often with external stakeholders. 	<ul style="list-style-type: none"> ▪ Ability to influence a range of internal and external stakeholders

Knowledge and experience	<ul style="list-style-type: none"> ▪ Experience of independently resolving complex queries and being solution focused. ▪ Experience of working in a role involving a high level of accuracy. ▪ Experience of working on specific projects with strict deadlines. ▪ Experience of working with external stakeholders. ▪ Experience of working with sensitive and confidential information. ▪ Experience of responding to questions, comments or concerns from members of the general public and maintaining a high level of customer service ▪ Ability to handle sensitive information confidentially and follow relevant procedures. 	<ul style="list-style-type: none"> ▪ Awareness of University procedures and relevant legislation.
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Educated to degree level, or equivalent, plus some hands on experience in a similar role or a proven track record of extensive relevant work experience. 	<ul style="list-style-type: none"> ▪ Qualifications related to community based work
Statutory, legal or special requirements	<ul style="list-style-type: none"> ▪ Educated to degree level, or equivalent, plus some hands on experience in a similar role or a proven track record of extensive relevant work experience. 	<ul style="list-style-type: none"> ▪ A full driving licence (maximum 6 points)



Athena Swan
Gold Award



Race
Equality
Charter
Bronze Award



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 friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.
Taking ownership	Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safety, Equality, Diversity & Inclusion, and other considerations.
Forward thinking	Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.
Professional pride	Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.
Always inclusive	Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others

