

**Role Profile – College Connect Development Officer**

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| **Job Title:** | College Connect Development Officer | **Dept.:** | GCU Outreach |
| **Reporting to:** | College Connect Manager |
| **Responsible for Line Management of:** | Not applicable |
| **Main Purpose of Role:** | The College Connect Team enhance the student experience by building strong relationships with partner colleges and engaging with students transitioning from college to GCU.The Development Officer will contribute to the team by developing and delivering recruitment and transition activities for college students as part of GCU’s long-thin induction model.  |
| **Grade:** | 5 |
| **Accountabilities/Responsibilities of the role:** |
| 1. Support the Manager in achieving the aims and objectives of the College Connect operational plan;
2. Delivery of the College Connect Transition Programme to prepare students from college – articulating, progressing and SWAP -for the transition to GCU;
3. Development of Recruitment, Conversion and Transition activity for articulating students;
4. Develop and coordinate College Connect Membership for articulating students;
5. Support the evaluation of the College Connect Transition Programme;
6. Development of social media, web and other mentoring materials;
7. Delivery of student recruitment and information events in-college and on campus at GCU;
8. Providing external representation for the University at college recruitment fairs and conventions;
9. Answering enquiries from prospective students and other stakeholders as well as recording and following up enquiries;
10. Providing updated university information to key partner colleges;
11. Organising and leading on-campus visits for students wishing to make the transition from college to GCU;
12. Recruitment and training of student mentors;
13. Supervising student mentors;
14. Any other tasks appropriate to the post and in line with the GCU Outreach Team’s business needs.
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**Person Specification**

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|  **Expected Criteria****E - Essential or D – Desirable**  | **Assessment Method** |
| **Education & Professional Qualifications** |  |
| E1 - Degree level qualification or equivalent.  | Application  |
| **Skills, Knowledge & Experience**  | **Assessment Method** |
| E2 - Experience of working in a development roleE3 – An up to date knowledge of articulation and other routes from college to universityE4 - Experience of working in schools, Colleges or HEIs or in a training environmentE5 – An up to date knowledge of current and best-practice in widening access and transition support alongside a good understanding of higher education in the UK E6 - Experience of delivery to both medium and large audiencesE7 - Strong organisational abilities coupled with strong self-motivation and a proven ability to work under pressure.E8 - An effective communicator with well-honed interpersonal and intercultural skills E8 – An ability to analyse, interpret and report on complex dataD1 - Proven leadership experience of staff/students, projects and resources.D2 - Experience of mentoring programmes | Application Form and Interview |
| **GCU Values & Behaviours** | **Assessment Method** |
| * Demonstrates behaviours which are consistent with the **GCU Values** **(Integrity, Responsibility, Creativity & Confidence)**
 | Application Form & Interview  |

**Generic Activity**

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| **Main purpose of the role:** |
| The main purpose of this role is to provide and contribute to the provision of support services to an agreed specification and quality standard. The role will require minimum day to day supervision, but clear guidance. Initiative is needed to handle processes and casework and to resolve queries and problems based on judgement and experience, mainly without reference to others. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of broad, comprehensive administrative services. |
| **Generic Activity: - Please note that the amount of focus on each on these activities will vary between specific roles.** |
| **Typical Work Activities*** Provide and assist in the coordination of administrative services for committees, working groups and project teams
* Committee Administration-minute taking, preparing agendas and follow up action
* Preparation of reports and briefing papers
* Develop, maintain and interrogate (review) accurate records, databases and management information systems
* Create a combination of standard and more complex documents or materials for others, using computer packages/software
* Contribute to short term projects within own School/Department/Unit

**Communication and Networking*** Regularly required to communicate information, both verbally and in writing, of a non-routine nature to staff, students and/or customers which needs careful explanation and interpretation
* Deal with matters of a sensitive nature that require tact and diplomacy
* Gather and adapt information to meet departmental needs and formulate responses to complex staff/student enquiries
* Draft publicity material, letters, take minutes, create presentations and reports, write office procedures etc.
* Provide effective feedback
* Often first line of contact
* Oversee the circulation of information to customers and others to ensure awareness of issues
* Provide advice to colleagues and customers based on knowledge and experiences of policies and procedures

**Planning and Organising*** Prioritise own work within a general plan or schedule to meet deadlines and appropriate standards and assist senior staff in planning for future work
* Manage personal day to day work profile in keeping with service demands, within agreed timescales and as directed by line management
* Organise or support event, timescales, meetings etc. and co-ordinate the associated arrangements to ensure activities are administered efficiently
* Assist and advise in the planning of administrative service requirements
* Input to longer term Department/Team planning process

**Resource Management (People, Finance)*** May take delegated responsibility for small budgets, or for processing sums of money following established procedures
* Take responsibility for stocks of equipment and supplies within a delegated budget, so that supplies are available when required
* Follow established ordering procedures to ensure adequate resources are available to meet work requirements
* May supervise less experienced colleagues within the same work function

**Stakeholder Management*** Proactively and reactively liaise with internal contacts (staff, students, colleagues) and contacts out with the University in order to disseminate key information in the right format to the most appropriate people in order to facilitate future exchange of information and build and maintain relationships
* Actively participate in teams, working parties and committees
* Establish and liaises with key contacts in the wider University body to support own activities
* Deal with frequent, wide-ranging contacts of a more complex nature often requiring tact, discussion and negotiation

**Analysis, Reporting and Documentation*** Use understanding of departmental processes and systems to prepare reports and other materials, using standard and non- standard formats
* Analyse, present and draw conclusions from information, identifying trends and problems
* Respond to and resolve problems, judging when to pass complex queries to more senior colleagues.
* May be involved in more complex/detailed analysis where conclusions and recommendations will be sought

**Management of Work Environment*** An understanding of appropriate health and safety regulations and procedures.

**Teamwork and Collaboration** * Provide formal or informal guidance to colleagues where required to maintain operational effectiveness
* Contribute to the overall effectiveness of the team
* Play an active part in the wider team, contributing ideas and suggestions as appropriate.

**Organisational Citizenship*** Commitment to University strategy and values
* Commitment to Continuous Professional Development appropriate to role/discipline.
* Responsible for co-operating and complying with University and local policies, procedures and processes.
* Any other tasks appropriate to the post and in line with School/Department/University requirements.
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| **Core Qualifications/Knowledge/Skills/Experience** |
| * Extensive knowledge and experience of relevant systems, processes, policies and working practices, together with an appreciation of wider University systems
* Knowledge and skills typically gained following an extended period of training resulting in a formal qualification (HND minimum)
* IT Literacy and up to date knowledge of relevant packages, software, databases and IT systems
* Analytical and problem solving skills
* Strong interpersonal and influencing skills
* Required to undertake continuous professional development (CPD)
* Experience of working independently and dealing with unforeseen problems
* Organisational and time management skills, as well as ability to plan and organise short-term activities and events
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