

**JOB DESCRIPTION**

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| **Job Title** | Projects and Campaigns Manager |
| **School /Service** | Student Services |
| **Grade** | G |
| **Location and Hybrid working status** | Docklands and Stratford/USS Campus – Hybrid |
| **Reporting to** | Associate Director of Student Services (Student Experience) |
| **Line management for** | Communication and Campaigns Officer, Student Voice and Marketing Coordinator, Student Services Project Coordinator, Marketing and Student Voice Assistant Coordinator, Student Voice and Co-Production Ambassadors |
| **Key working relationships: Internal** | Student Services  Management Team, University Executive Board and Senior Colleagues, Services teams, Professional Services, Academic Staff, Students Union |
| **Key working relationships: External** | Schools/Colleges, Agencies. |
| **Contract type/ Hours** | 12month Fixed Term Contract – Maternity cover |

Build your career, follow your passion, be inspired by our environment of success

**#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our ground-breaking [10-year Vision 2028 strategic plan](https://www.uel.ac.uk/about/vision-2028), orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**BRIEF OVERVIEW OF SERVICE/SCHOOL:**

We are Student Services and are responsible for nurturing wellness, supporting individual needs, helping students in crisis, improving retention, and enabling positive experiences through residential life and extra-curricular activities. Working in partnership across academic schools and professional services, our teams seek to provide a network of support throughout the student journey and aim to optimise student success.

The Student Services directorate is led by the Assistant Chief Operating Officer, Health Gain & Student Experience. Our department incorporates a number of professional and support teams including; Student, HUB, Student Conduct, Academic Tutoring, Residential Life, Student Disability and Dyslexia, Student Life, Student Money Advice and Rights Team, Student Engagement, Retention and Success and Student Wellbeing.

**BRIEF OVERVIEW OF THE DEPARTMENT / TEAM**

The Student Services Project and Campaigns team supports the strategic work of Student Services through project management support to key campaigns, increasing student voice and feedback to continually improve services, and by providing engaging and informative communications to students.

We are a small and friendly team consisting of a Projects and Campaigns Manager, Project Coordinator, Campaigns and Communication Officer, a Marketing, Communications and Student Voice Coordinator and Marketing and Student Voice Assistant.

**JOB PURPOSE**

To lead and oversee a team responsible for Student Services projects, communications and campaigns and student voice initiatives. This includes leading and overseeing the delivery of institution-wide Student Services projects and externally assessed Charter award applications, supporting UEL to be prepared for increased regulatory duties in relation to sexual violence, implementing key campaigns and enhanced communications as well as overseeing and promoting Student Voice and Co-production across the directorate, ensuring student voice is forefront and central of all new projects, initiatives and embedded into service delivery and business as usual activities. This is an exciting time to join the team, with us being at the forefront of high-profile projects and initiatives - for example, being the first university in London to sign up to the EmilyTest charter.

**KEY DUTIES AND RESPONSIBILITIES**

1. As a member of Student Services Senior Management Team to provide senior leadership to and line manage the service managers responsible for this range of specialist services. To take responsibility for the effective management, continued development, and performance review of the Projects and Campaigns team.
2. To lead on sector recognised and pan university charter awards aimed at raising the Universities reputation nationally and internationally, collaborating with senior colleagues as required.
3. To oversee that the University is fulfilling the Office for Student Condition of Registration for Harassment and Sexual Misconduct ensuring compliance and regulatory requirements are met.
4. Responsible for Writing, developing and leading the implementation of the Student Voice Strategy, ensuring the student voice is a central part of the creation and implementation of projects using student feedback mechanisms, e.g. focus groups and surveys.
5. To lead on Student Services projects in line with strategic and external government and sector priorities, working with key senior stakeholders in order to deliver to timescales, within budget, ensuring an integrated approach to the planning, development, and delivery of projects and services.
6. Write, develop and lead on implementing the Student Services Marketing and Communications Strategy ensuring key activities and campaigns are communicated and promoted internally and externally.
7. Review and work collaboratively to drive to resolution key action points from The University Mental Health Charter as well as other action plans arising from the other charters.
8. To produce and present to University Executive Board annual reports and papers, on a wide range of Student Services issues for the Assistant Chief Operation Officer & Director of Student Services, the Student Services Senior Leadership Group, UEL’s committees and external reporting purposes.
9. To support the development of an inclusive culture for staff, students and partners, working in accordance with UEL’s policies on Equality, Diversity and Inclusion.

The duties and responsibilities outlined above provide a general overview of the range of tasks that a Projects and Campaigns Manager at the University of East London may be required to perform. Please note that this job description is not exhaustive, and additional tasks aligned with the role's grade may be assigned as needed.

The job description may also be updated to reflect changes in circumstances, and employees will be consulted if any amendments are required.

**All employees must adhere to all UEL policies and regulations, demonstrating a commitment to equal opportunities within a diverse and multicultural environment. Employees are also expected to actively contribute to building and maintaining a positive reputation for UEL in all their professional activities.**

**PERSON SPECIFICATION**

The University's Core [Values](https://www.uel.ac.uk/about/governance/ethical-framework) are **Passion, Inclusion, Courage**, and they are at the root of everything we do and everyone in our community is expected to demonstrate them.

The table below outlines the essential and desirable criteria required to perform the role effectively. Candidates will be shortlisted based on how closely they meet these criteria.

|  |  |  |  |
| --- | --- | --- | --- |
| Education and Qualifications | Essential | Desirable | Criteria assessed by |
| *A postgraduate degree, or equivalent postgraduate professional qualification or experience.* |  |  | **A/C** |
| *Prince 2 certification or equivalent professional qualification or experience.* |  |  | **A/C** |
| Experience/Knowledge |  |  |  |
| *Authoritative knowledge and understanding of sector charters and kitemark.* |  |  | **A** |
| *Experience of leading and managing teams, with excellent leadership skills.* |  |  | **A/I** |
| *Significant experience and proven record for project management & co-ordination.* |  |  | **A/I** |
| *Commitment to progressing equality, diversity and inclusion for staff and students in a higher education institution.* |  |  | **A/I** |
| *In-depth knowledge of a staff/student mental health and whole university approach to mental health.* |  |  | **A/I** |
| *Experience of engaging, consulting and working with a range of stakeholders at all levels demonstrated by evidence of influencing and changing organisational policy or practice.* |  |  | **A/I** |
| Demonstrable ability to build relationships with key stakeholders and decision makers. |  |  | **A/I** |
| Experience of supporting a successful charter award process, preferably The University Mental Health Charter, in a higher education institution setting. |  |  | **A/I** |
| COMMUNICATION SKILLS |  |  |  |
| High-level written and oral communication skills. |  |  | **A/I** |
| Strong interpersonal skills. |  |  | **A/I** |
| Good MS Office skills, particularly using Word, PowerPoint and Excel. |  |  | **A/I** |
| Ability to interpret complex data analyses and communicate essential information to relevant stakeholders in a clear and meaningful manner. |  |  | **A/I** |
| OTHER |  |  |  |
| Experience of planning, prioritising and organising own work or resources and proactively working with others to achieve team objectives. |  |  | **A/I** |
| Ability to analyse, interpret and extract key messages from complex information to drive and develop strategy, prioritise key agendas and support colleagues to do the same. |  |  | **I** |
| Demonstrable ability to use initiative and creativity to resolve problems, identifying practical and suitable solutions. |  |  | **A/I** |
| Commitment to and understanding of equal opportunity issues within a diverse and multicultural environment. |  |  | **I** |

Criteria assessed by Key:

A = Application form/CV C = Certification I = Interview P = Presentation task Other Activity = (please specify e.g

Micro teaching, test etc.)

**Further Information:**

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.