

JOB DESCRIPTION

Vacancy reference:	SRF29089
Post Title:	Programme Delivery Support (Placement Student)
Grade:	3
School/Department:	Alumni Relations and Development, Henley Business School
Reports to:	Programme Delivery Manager
Responsible for:	None

Purpose

Working closely with the Programme Delivery Manager, this role will help deliver key projects and initiatives funded by the various supporters of Henley Business School, including Reading Real Estate Foundation (RREF) and the Pathways to Property project.

This role will provide support in the promotion and delivery of projects and initiatives for Henley Business School and will help to co-ordinate and deliver relevant activities to aid student engagement.

The post holder will have excellent interpersonal skills, both written and face to face, in order to encourage and inspire those involved with the projects and to engage with our students.

Main duties and responsibilities

- Support the Programme Delivery Manager and Programme Delivery Officer in the delivery of key projects and initiatives to different audiences, both on and off campus. To include the Pathways to Property project and RREF student activities.
- Work with the Programme Delivery Manager to build relationships with relevant teams and individuals by proactively contacting and establishing meaningful relationships with key individuals.
- Using their experience as a student at a University to assist in the delivery of key student engagement activities for the team.
- Respond to routine requests for information and queries about the projects and initiatives from interested stakeholders.
- Ensure information and documentation relating to all activity (including tracking data, target lists, contact information etc) is maintained, kept up to date, and accessible to all members of the team.
- Be responsible for inputting relevant information into our databases including Raisers Edge.
- Provide excellent customer service to all stakeholders, both internal and external, including academic staff, teachers, parents, students, alumni and corporate supporters as appropriate.
- Receive and respond to enquiries and provide relevant information, judging when to refer queries to the line manager in order to provide a timely and effective service.
- Ensure effective liaison and communication with colleagues in other teams or departments.
- Assist with marketing and communications activities including updating social media channels regularly.
- Act as secretary to relevant project board.

- Plan and prioritise own work activities for the weeks ahead in response to the line manager's general instructions.
- Such other duties which may be required by the Programme Delivery Manager and wider Product Design and Programme Delivery team.

Supervision received

The post will report to the Programme Delivery Manager who will provide day to day guidance.

Supervision given

The post holder will support the Programme Delivery Manager in the management of volunteers and Student Ambassadors as relevant to the project.

Contact

The post holder will be part of the Henley Business School Alumni Relations and Development team. The role will involve liaison with a wide range of internal and external stakeholders including academics and administrative staff from Henley Business School, alumni, corporate supporters, educational bodies and student and industry Ambassadors.

Terms and conditions

This is a full-time fixed term post. Occasional evening and weekend work will be required and the post-holder will be required to travel within the UK, with a focus on the South East. The post holder will be entitled to time off in lieu for significant out of hours working.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Date assessed: 07/05/19

PERSON SPECIFICATION

Job Title	School/Department
Programme Delivery Support (Placement Student)	Alumni Relations and Development, Henley Business School

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Good administrative skills with accuracy, attention to detail and methodical working. • Strong communication and interpersonal skills including the ability to work with a wide range of people. • Excellent organisational and time management skills with the ability to prioritise work within a busy schedule. • Strong IT skills, with excellent and proven working knowledge of Microsoft Office packages, especially MS Word and MS Excel. • Ability to quickly respond to enquiries providing excellent customer service. • The ability to use initiative where appropriate. 	
Attainment	<ul style="list-style-type: none"> • Currently working towards an undergraduate degree (placement student). 	
Knowledge	<ul style="list-style-type: none"> • Good knowledge of the UK education system, particularly at further and higher education level. • Familiarity with general office systems and equipment. 	<ul style="list-style-type: none"> • An understanding of the key issues affecting progression to higher education

Relevant Experience	<ul style="list-style-type: none"> • Experience using databases. 	<ul style="list-style-type: none"> • Experience of using social media in a professional capacity. • Experience of working with schools and young people.
Disposition	<ul style="list-style-type: none"> • Ability to work as a member of a small team. • Reliable. • Professional approach to work. • Committed to excellent customer service. • Self-motivated, enthusiastic and highly proactive. • Flexibility to work occasional evenings and weekends when required and undertake travel within the UK. 	<ul style="list-style-type: none"> • Problem solving attitude and skills.
Other	<ul style="list-style-type: none"> • Successful candidates will be required to undergo an enhanced DBS check. 	<ul style="list-style-type: none"> • Full clean driving licence

Completed by: Kerry Johnston	Date: 07 May 2019
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