

JOB DESCRIPTION

Job title:	SEPnet Senior Officer (Employer Engagement)
Department / Unit:	School of Engineering, Physical and Mathematical Sciences, Academic Services
Job type	Part-Time (0.5 FTE) - Fixed-Term Contract
Grade:	RHUL 6
Accountable to:	Major Reporting Line: Head of Department of Physics Minor Reporting Line: School Manager
Accountable for:	Not applicable
Purpose of the post	
<p>The Academic Administration at Royal Holloway is organised into six School Administration teams which are all part of the Academic Services directorate; a single professional service which supports the student journey. Administration teams have been designed to provide a consistent and effective service to both students and staff. This post is based within the School of Engineering, Physical and Mathematical Sciences.</p> <p>Royal Holloway is a member of the South East Physics Network (SEPnet), which is a consortium of nine University Physics Departments working together to raise the profile of Physics in the South East of England.</p> <p>The SEPnet Senior Officer (Employer Engagement) role will be responsible for a variety of tasks and processes to support activities related Employer Engagement for the Department of Physics.</p> <p>Involvement in Employer Engagement will focus on developing and maintaining a partnership network with employers in order to enhance the employment prospects of Physics graduates and meet the needs of employers. While managed by the Head of Department in Physics and School Manager the role holder will also be responsible to the SEPnet Employer Liaison Director.</p> <p>The role holder will demonstrate a commitment to our shared vision and service standards. They will be expected to work closely with relevant external partners, colleagues in the School of Engineering, Physical and Mathematical Sciences, as well as those across other academic and professional services areas. They will be able to use their initiative and to take responsibility for solving problems and improving service delivery.</p> <p>All members of the School will support the Executive Dean, Heads of Department and School Manager in ensuring the effective running of the School and Departments. The SEPnet Senior Officer (Employer Engagement) role is responsible for the key tasks outlined below.</p>	

Key tasks

Supporting Employer Engagement activities in the School, working with colleagues across the School, College and relevant external partners. The core responsibilities will include:

1. Operational responsibility for planning and implementing the delivery of activities relating to Employer Engagement for the Department of Physics.
2. Supporting the School with improving processes and contributing to a culture of continuous improvement including College initiatives to review and improve service standards.
3. Delivering excellent customer service to students and other stakeholders, including alignment with the College's Student First approach.
4. Developing effective networks and working relationships with colleagues, sharing good practice and increasing knowledge and understanding across different administrative areas, as required.
5. Representing the Department of Physics and working with regional employers and university careers and placement services to help meet the employability needs of Physics undergraduate (UG) and postgraduate research students (PGRs).
6. Building relationships with local employer bodies and employers, organising UG and PGR placements, sourcing host employers and facilitating knowledge exchange opportunities.
7. Building employability relationships with alumni.
8. Evaluating Physics students' engagement with employers.
9. Organising and facilitating employer contributions to the UG curriculum and GRADnet programme, through membership of Industrial Liaison Boards.
10. Tracking destinations of UG and PGR students to enhance careers information for existing students and build alumni support.

Other duties and expectations

The duties listed above may be varied from time to time as dictated by the changing needs of the College. The post holder will also be expected to undertake additional duties as appropriate and as requested by their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal and external relationships

The post holder will be required to work closely with all colleagues within the School of Engineering, Physical and Mathematical Sciences.

The following list is not exhaustive, but the post holder will also be required to liaise with colleagues in other areas, such as:

- Academic Services teams
- Marketing & Communications
- Human Resources
- Finance
- IT Services
- Administrative and academic staff in other schools

The post will involve consultation across the SEPnet network, including with

- SEPnet Employer Liaison Director and Employer Engagement Team
- SEPnet Graduate Network programme
- SEPnet Diversity Lead

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: SEPnet Senior Officer (Employer Engagement)

Department: Academic Services

	Essential	Desirable	Tested by
Knowledge, Education, Qualifications and Training High standard of education to degree level or equivalent industry experience. Knowledge and understanding of the HE sector and student life cycle. Knowledge and understanding of employability skills engagement activities especially in the field of Physics.	X	X X	Application Form Application Form / Interview Application Form / Interview
Skills and/or Abilities Proven ability to work as part of team and support colleagues, as well as a readiness to work on own initiative and act pro-actively. Excellent interpersonal skills including a professional approach and manner and ability to use tact and diplomacy. Excellent organisational skills and ability to work under pressure, prioritise conflicting demands and meet strict deadlines, whilst maintaining a high level of attention to detail and accuracy. Proven ability to use creative problem solving techniques, identify and implement administrative improvements, and innovate and develop processes and policies to improve efficiency and customer satisfaction. Flexibility and proven ability to respond effectively to changing requirements. Excellent IT skills and proven ability to learn new systems and programmes. A high level of numeracy and literacy, and proven ability to write documents for publication.	X X X X X X	X	Application Form / Interview Interview Application Form / Interview Application Form / Interview Application Form / Interview Application Form Application Form / Interview
Experience Excellent customer service skills and experience of responding to enquiries and requests from a range of service users. Experience of communicating with stakeholders at various levels within an organisation. Experience of creating and updating communication materials, including webpages. Experience of attending/servicing committees and event planning and management. Experience of using reporting tools, manipulating data and analysing large data sets to identify trends. Experience of training staff. Experience of line management or supervision.	X X	X X X X X	Application Form / Interview Application Form / Interview Application Form / Interview Application Form / Interview Application Form Application Form / Interview Application Form / Interview
Other requirements Ability to work occasional weekends or late evenings and travel to events and other external activities as required.		X	Application Form