Job description – Engagement Administrator

About the role

As a member of the Office of the Pro-Vice-Chancellor (Students), this role supports a range of stakeholder engagement activities (internal and external) that actively contribute to the strategic priorities of the PVC (Students) Office.

Key responsibilities

• To support the development and implementation of PVC (Students)’s strategic priorities and wider activities, including providing administrative support where required e.g. Student Satisfaction Improvement Working Group, NSS, TEF, enhancing the Student Voice).
• To support the organisation of regular and ad-hoc face-to-face and online meetings and events, both at an institutional level (including joint events with the OU Students Association) and at unit and subject level. This requires working with colleagues across the Open University to make the necessary arrangements, ensuring efficiency and effectiveness and following up on evaluation and post-event actions.
• To support the development and dissemination of team and OU-wide updates about the work of the Office of the Pro-Vice-Chancellor (Students) through a range of multimedia channels, including presentations, emails, newsletters and online articles.
• To support the development and maintenance of the Office of the Pro-Vice-Chancellor (Students)’s online estate.
• To develop materials (content and design) including presentations, posters, leaflets, images and other collaterals, including creative digital assets, e.g. podcasts, videos, animation, GIFs and social media content. To ensure adherence of the Office of the Pro-Vice-Chancellor (Students)’ materials with the OU brand guidelines and to act as a Lead Brand Champion, developing expertise to support the wider team.
• To undertake any other administrative and activities in support of the Office of the Pro-Vice-Chancellor (Students) as required e.g. raising Purchase Order numbers on OpUs.
• To keep up to date with best practice and participate in appropriate self-development activities as agreed with line manager.
• Other relevant responsibilities/duties as required by the Engagement Manager, Office of the Pro-Vice-Chancellor (Students).

Skills and Experience

Essential

• A Levels or equivalent educational experience.
• Experience of organising successful events for small to large groups.
• Evidence of creating and delivering written communications to different audiences through a variety of channels.
• Experience of web publishing and writing for web-based mediums.
• Excellent IT Skills including the use of Microsoft Office software, including Excel, Word, Outlook and PowerPoint.
• Excellent communication skills, both oral and written, including the ability to convey basic factual information clearly and accurately.
• A motivated and proactive approach to work that involves the ability to think creatively and solve problems effectively; using good judgement to refer issues upward as necessary.
• Ability to work part of a team, building proactive and positive working relationships and working collaboratively across organisational boundaries to achieve common goals.
• Effective organisational skills and the ability to plan your workload and balance conflicting demands.
• Ability to remain effective and positive under pressure.
• Understanding of, and commitment to, equal opportunities.
• Commitment to own personal development.

Desirable
• Degree or equivalent in related subject.
• Experience of working in a communications, digital, events, or external affairs environment.