Job description – Engagement Administrator

About the role

As a member of the Office of the Pro-Vice-Chancellor (Students), this role works with our colleagues in marketing and communications (MarComms) to support a range of stakeholder engagement activities (internal and external communications) that actively contribute to the strategic priorities of the University.

The part-time role for 22.5 hours per week reports to a Senior Manager (PVC-Students) and undertakes work under the direction of the MarComms team.

This role is aligned to our Milton Keynes office, but we will consider flexible working arrangements with the possibility of working from home for a proportion of the role due to current circumstances/Covid restrictions and with many OU staff currently working in-part from home. It is, however, expected that some attendance in our office in Milton Keynes will be required - expenses associated with this travel are not reimbursable. Occasional wider UK travel may also be required to support engagement activities and/or events - expenses for this travel will be reimbursed.

Key responsibilities

• To promote the development, implementation and communication of PVC-Students’ strategic priorities and wider activities, including providing administrative support where required.
• To assist in the organisation of regular and ad-hoc face-to-face/online meetings and events. This requires working with colleagues across the Open University to make the necessary arrangements, ensuring the efficiency and effectiveness of those arrangements, and following up with evaluation and post-event actions.
• To develop and disseminate 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 create content for and maintain the Office of the Pro-Vice-Chancellor (Students) internet and intranet presence (SharePoint and website).
• 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 with the OU brand guidelines and to act as a Lead Brand Champion, developing expertise on behalf of the wider team.
• To provide administrative assistance for the organisation of events, conferences and presentations, including co-ordinating diaries and making associated bookings and purchase requisitions.
Skills and Experience

**Essential**
- Appreciation of, and dedication to, equal opportunities, diversity and inclusion.
- Experience of being involved in the organisation of successful events for small to large groups (face-to-face or online).
- Evidence of creating and delivering written communications to different audiences through a variety of channels.
- Experience of web publishing or writing for web-based mediums e.g. publishing blogs, editing web pages, using Microsoft SharePoint software.
- Experienced in using Microsoft Office software, including Excel, Word, Outlook and PowerPoint.
- Able to use a range of communication styles, 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 with people across the organisation to achieve common goals.
- Effective organisational skills including planning work, balancing conflicting demands and remaining effective under time pressures.
- Commitment to own personal development.

**Desirable**
- A Levels or equivalent educational experience.
- ECDL level 2 or other level 2 IT qualifications
- Vocational skills or qualifications in a communications related subject
- Experience of working in a communications, digital, events, or external affairs environment.