

# Job Profile

## Job Description

Job Details	
<b>Job Title:</b>	Public Engagement Officer
<b>Department:</b>	Office of the Principal, Centre for Public Engagement
<b>Reports to:</b>	Public Engagement Manager
<b>Grade:</b>	4 <b>Full Time</b>
<b>Appointment period:</b>	Indefinite
<b>Current Location:</b>	Mile End

### Job Context

The Centre for Public Engagement (CPE) at Queen Mary University of London sits within the Office of the Principal, and is an established team working across the institution to offer support and guidance to colleagues developing public engagement activities. The CPE works across Queen Mary's three faculties and professional services to support a culture of high quality, mutually beneficial engagement.

We are proud to hold an Engage Watermark Gold Award from the National Coordinating Centre For Public Engagement, recognising Queen Mary as a beacon of excellent in the support it offers to public engagement.

### Job Purpose

The Public Engagement Officer will report to, and work alongside, the Public Engagement Manager to support the day-to-day running of the CPE, with a particular focus on managing the CPE's communication channels, supporting and administering public engagement funding schemes and project managing delivery of the annual Engagement and Enterprise Awards. This position works with the CPE team to support staff and students across the institution to maximise their public engagement and contribution towards QMUL's strategic goals, particularly Objective 5: "to achieve maximum impact from our academic work through public engagement and partnerships with businesses, government, charities, cultural organisations, and others in the wider community."

### Main Duties & Responsibilities

- The post-holder will act as the first point of contact for public engagement enquiries, supporting colleagues across the institution to develop high quality public engagement projects.
- The post-holder will need to liaise with a variety of internal and external stakeholders and partners, building good relationships and awareness of other support and opportunities available.
- With support from the Public Engagement Manager, organise, facilitate and deliver a range of public engagement practice sharing activities including networking events, conferences and celebration events within University.
- Operate internal grant schemes for public engagement activity, with particular responsibility for the monthly Small Grants. Support applicants in designing applications and in accessing the forms and processes, and collect and analyse reporting data at the end of projects.
- Maintain the CPE webpages, including a regular blog, information pages and practice case studies, collating content from projects across QMUL and developing further content as required. Develop analytics and reporting mechanisms for these and feed these into wider web project boards at the university.
- Maintain and develop the communications channels of the Centre for Public Engagement, monitoring the generic Public Engagement email account, social media accounts and taking responsibility for stakeholder newsletters. Prepare other internal and external publicity materials as required, liaising closely with the Marketing and Communications teams. Identify external public engagement opportunities, including funding and awards, for staff and students and promote through newsletters and social media channels.
- Deliver the annual QMUL Engagement and Enterprise Awards, in collaboration with other QMUL teams and departments. Oversee the nominations process and event management, ensuring the event is delivered with appropriate timescales and to budget.
- Provide advice and support for colleagues at QMUL in their public engagement activities and grant applications, based on experience and information gathered through day-to-day contact with projects. Enable access to information regarding good practice.
- Schedule regular Advice Surgeries, the CPE's drop-in advice sessions for public engagement and promote them internally across the faculties and campuses by liaising with School Managers.
- Manage multiple projects through to completion and to deadlines, regularly reporting on progress to the Public Engagement Manager.
- Represent public engagement at QMUL on a local stage, attending relevant internal meetings and maintaining relationships with internal stakeholders, such as faculty and school PE leads
- Undertake other duties as directed by the Vice-Principal for Public Engagement, the Executive Officer for Public Engagement and/or the Public Engagement Manager, such as training and reporting on public engagement activity
- Demonstrate a commitment to QMUL's ideals of equity and diversity

### Main Duties & Responsibilities

**The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager.**

**This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.**

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

Requirements		Essential / Desirable	How Assessed
<b>Qualifications</b>	Appropriate relevant academic/vocational qualifications (A Levels, NVQ Level 3, BTEC Level 3) plus considerable relevant experience, or equivalent vocational experience in a similar environment	Essential	A
	Degree or equivalent qualification, or significant relevant experience in a similar environment	Essential	A
<b>Knowledge, Skills and Experience</b>	Good understanding of the national policies that influence the public engagement agenda	Essential	A/I
	Experience of public engagement and related activities; with a focus on advising and supporting public engagement projects.	Essential	A/I
	Experience of managing and/or developing content for internal and external communication channels	Essential	A/I
	Experience of communicating effectively with a wide variety of stakeholders	Essential	A/I
	Experience of working in or with the Higher Education sector	Desirable	A/I
	Experience of financial management e.g. budgetary control	Desirable	A/I
	Demonstrable experience of successful project management	Desirable	A/I
	Excellent interpersonal skills - able to interact with a diverse range of contacts from multiple disciplinary backgrounds	Essential	A/I
	Good working knowledge of web maintenance, including use of content management systems and developing content	Essential	A/I
	Proven ability to prioritise a varied workload and to meet deadlines with minimal supervision.	Essential	A/I
	Excellent written and oral communication skills, including internal and external reporting	Essential	A/I
	Excellent IT skills, including effective use of spreadsheets, email, word processing and databases (Microsoft Office)	Essential	A/I
	Proven analytical and problem solving capability	Essential	A/I
	Able to demonstrate excellent attention to detail	Essential	A/I
	Required to be flexible in working hours and work across different sites as necessary.	Essential	A/I

# Job Profile Person Specification

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**Essential/Desirable:**

E = Essential: Requirements without which the job could not be done.

D = Desirable: Requirements that would enable the candidate to perform the job well.

**How Assessed:**

A = Application  
etc.)

I = Interview

OM = Other Means (e.g. presentation, test,