



UNIVERSITY OF PLYMOUTH

Role: Access and Participation Medicine and Dentistry Outreach Officer

Grade: 5 (0.8 FTE / 29.6 hours per week, Fixed Term)

Reports to: Student Recruitment Outreach Manager

Role Summary:

Under the guidance of the Student Recruitment Outreach Manager, the Access and Participation Medicine and Dentistry Outreach Officer will support the planning, coordination, delivery and evaluation of outreach and widening participation activities designed to raise aspirations and improve progression to higher education among underrepresented learners.

The role holder will lead on the coordination and delivery of Medicine and Dentistry outreach, supporting the University's Access and Participation objectives. They will work closely with academic colleagues, internal student groups, schools, colleges and external partners to deliver engaging activities that increase awareness of careers and opportunities in Medicine and Dentistry. The role holder will use data to enhance participant engagement, monitor impact and support continuous improvement.

Key Accountabilities:

- Ensures the delivery and continuous development of an effective and flexible service, in a way that reflects the University's values-based behaviours for leaders and results in the efficient operation of the service.
- Organises and supervises the day-to-day workflow to ensure agreed targets and standards are consistently met.
- Develops, motivates and coaches individuals to deliver their best, providing feedback on performance, to enable continuous development in line with the University's Performance Development Framework.
- Deals appropriately with informal performance concerns, escalating in a timely manner to manager where a formal approach is necessary.
- Follows the appropriate financial and regulatory policies, ensuring necessary

regulations and standards are adhered to.

- Reviews and monitors processes, procedures and associated documentation, implementing or making recommendations for changes as appropriate.
- Researches, interprets and manipulates data using a variety of systems, analysing and highlighting issues for further analysis.
- Plans and administers meetings, visits, conferences, committees and the associated budgets.
- Provides excellent customer service and provides proactive detailed advice and guidance to enable appropriate solutions.
- Provides guidance and delivers training on designated activities and associated policies and procedures.
- Collaborates with colleagues and peers across the University to plan and achieve joint projects and objectives.
- All activities undertaken within this role will be compliant with the University's policies, including Health & Safety, Equality and Diversity, Ethics, Data Protection etc.

Measures of Success:

- Successful delivery of key priorities and objectives agreed as part of the University's Performance Development Review.
- Stakeholder satisfaction.
- Achievement of the University's access and participation objectives in respect of outreach events.
- Effective delivery of outreach activities within agreed budgets and timescales.
- Recruitment to target for each event or project.

Knowledge, Education & Training:

Essential:

- Numeracy and literacy at secondary education level (or demonstrable equivalent experience).
- Educational attainment at further education level (or demonstrable equivalent experience).
- Advanced working knowledge of Microsoft Word/Excel/Outlook/PowerPoint and databases.

Desirable:

- Knowledge of higher education, outreach and student recruitment.

Experience:

Essential:

- Experience of planning, coordinating or delivering outreach, educational, recruitment or engagement activities.
- Liaising with schools, colleges, external organisations, students or customers face-to-face, online and in writing.
- Working independently and as part of a team.
- Organising events or projects involving multiple stakeholders.
- Collecting, monitoring and reporting on data.
- Working in a dynamic customer-focused environment.

Desirable:

- Experience of formally leading individuals/small team is desirable (motivation for team leadership is essential).
- Working with widening participation groups and underrepresented learners.
- Working within a higher education, healthcare outreach or educational settings.

Skills:

Essential:

- Ability to prioritise and self-manage a varied workload.
- High level of planning and organisational skills.
- Ability to build successful relationships with internal and external stakeholders.
- Strong interpersonal and influencing skills.
- Excellent verbal and written communication skills.
- Strong presentation and facilitation skills.
- Attention to detail and accuracy.
- Ability to analyse, interpret and present outreach data.
- Ability to work effectively with young people from diverse backgrounds.
- Competence in the use of digital platforms and technology to enhance outreach delivery.

University of Plymouth Behaviours:

- Demonstrates self-leadership

- Develops self and others to deliver
- Leads and operates in times of change and ambiguity
- Builds and secures value from relationships
- Drives innovation and action
- Creates and contributes to a shared vision
- Uses sound business judgement

Special Conditions:

- The role holder will be required to work unsociable hours, evenings and weekends as required, which includes supporting events and activities.
- There will be a requirement to travel and work away from campus.
- This role will require an Enhanced Disclosure and Barring Service Check plus a Children's Barred List and Adults Barred List check.