

Post Details		Last Updated: 16/4/24	
Faculty/Administrative/Service Department	Chief Student Officer's Directorate		
Job Title	Student Events and Communities Manager		
Job Family	Professional Services	Job Level	4
Responsible to	Associate Director of Student Experience and Engagement		
Responsible for (Staff)	Student Communities Coordinators Student Events Coordinator Student Voice Coordinator Student Engagement Assistants		
<p><u>Job Purpose Statement</u></p> <p>The Manager of the Student Events Communities Team at University of Surrey, will lead and inspire a dynamic team in the planning, coordination, and execution of diverse and engaging small and large scale events that enhance the overall student experience. They will play a crucial role in fostering a vibrant and inclusive campus community by organising events that cater to the diverse interests and needs of the student body. In addition the role will be responsible for developing and delivering community-building programs that address the needs and interests of our whole student body. With a keen understanding of the evolving dynamics of student life, you will guide your team in creating an inclusive programme that enhances the holistic development of each student, promoting social connection, cultural exchange, and a strong sense of pride in being part of our university community.</p> <p>This role requires a passion for student engagement and event management, excellent organisational and communication skills, and a commitment to creating a lively and enriching environment for our students to thrive both academically and personally.</p>			
Key Responsibilities			
<ol style="list-style-type: none"> 1. Provide effective leadership and direction, setting clear objectives for the Student Events and Communities teams work, and taking responsibility for the recruitment, training, and development of staff within the team. 2. Develop and deliver a diverse programme of events and community building activities that meets the needs of all our students, create a positive and memorable university experience and foster a sense of belonging and pride among students. 3. Lead on the planning and delivery of Welcome each February and September. Pulling together colleagues from across the University ensure the delivery of a programme of events and activities that supports students with a successful transition into higher education and ensures they feel excited to be part of the Surrey community. 4. Evaluate the success of the events and activities delivered by analysing attendee feedback, objectives, spend and overall success metrics. Use this information to continually improve and build on the programme of activities offered to students. 5. Understand and apply health and safety regulations related to event planning and management, including risk assessment and emergency procedures. Maintain a knowledge of relevant university policies and procedures for ensuring event compliance with health, safety, and security standards. 6. Develop and maintain excellent stakeholder relationships with the Students Union and Faculty and School staff and ensure collaboration on events and community activities where appropriate. 7. Manage the event team budget, planning and monitoring expenditures to ensure we are able to deliver the most impact to the student experience with the funds allocated. 8. Work with the Marketing and Communications team to ensure events and activities are promoted through relevant channels and that all students are aware of the opportunities and activities offered by the University. 9. Oversee the Event and Community Ambassadors ensuring they are fully trained and supporting their design and deliver of events, ensuring that they contribute positively to the student experience. 10. Stay up to date with sector developments relating to events, community development and student voice and ensure that new and innovative thinking is considered and reflected in the teams planning. 			

N.B. The above list is not exhaustive. The post holder will from time to time be required to undertake other duties of a similar nature as reasonably required by their line manager.

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions. □ Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

Planning and Organising

The post holder will play a key role in developing the Student Success & EDI Team, in collaboration with the Faculties and colleagues within the Student Experience Departments. They will determine the team's priorities, providing day to day and performance management and ensuring that support provided is impactful and appropriate. With the team, they will develop a series of events and interventions to support students with their progression and to specifically support those students who are from groups which show differential performance. Within these parameters the post holder will work with minimum day-to-day supervision and should apply judgement and initiative when managing their workload, including determining medium-term priorities, responding to conflicting demands, and managing activity in line with the KPIs of the University's Access and Participation Plan and wider institutional priorities.

Problem Solving and Decision Making

The post holder is expected to work in a proactive manner and to decide how to achieve the desired KPIs, generally basing decisions on their work objectives, priorities and their professional experience. They will manage their team in delivering a comprehensive programme of student engagement activity and will be able to mobilise key stakeholders to achieve this. They will provide advice on more complex problems, demonstrating a high degree of professionalism, thorough knowledge of policy and precedent, ability to maintain excellent relations with relevant professionals, and ability to apply analytical skills of the highest order in order to make assessment of the situation and find timely and appropriate solutions. They will act as a point of escalation for their team and are expected to adopt a pro-active and resilient leadership style, with a positive approach to finding solutions to issues through teamwork and by example.

Continuous Improvement

The role holder is expected to take responsibility for the management, motivation, training and development of a team of professionals, ensuring that the team is supporting the overall objectives of the department.

The role holder will be expected to regularly review (using data and student feedback) and develop the services provided by Events and Communities team to ensure they are meeting the needs of our diverse student body.

Accountability

The role holder is fully accountable for the service delivery of the Events and Communities team. They are responsible for delivering services that have a significant impact on the student experience.

The role holder is expected to work independently on the development of Events and Communities plans and activities, including evaluating the teams own work and identifying any issues and trends arising.

Dimensions of the role

The post holder has line management responsibility for the Student Events and Communities Team and has responsibility for event budgets.

The post holder will need to work across the university, including with staff in schools and other professional services to ensure our students are receiving the best support.

Supplementary Information

The post holder is required to support and contribute to the delivery of the Student Experience frontline services, including attendance at events such as Open Days, Ceremonies and Corporate events.

The post holder is required to show flexibility in working outside of core office hours on occasions.

The post-holder will be expected to contribute to University Welcome events in late September and annual leave should not be taken between mid-September and mid-October.

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships

Degree, HND, NVQ 4 qualified or equivalent in relevant subject/relevant formal training, plus a number of years' experience in similar or related roles.

Or:

Significant vocational experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles, and the acquisition of appropriate professional or specialist knowledge

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Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role

**Essential/
Desirable**

Level 1-3

Proven leadership and staff management experience, including creating a vision, setting departmental and individual objectives, and team building. Able to maintain focus on clear objectives and deliverables and monitoring progress against targets.

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Excellent organisational / project management skills obtained through experience in event planning and management. The ability to multitask and deliver across a number of events or activities in the same time period.

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Excellent communication and presentation skills, and the ability to convey information with clarity to a range of audiences.

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Proficiency in data analysis tools such as Microsoft Excel to analyse event data, including attendance figures, feedback surveys, and financial metrics.

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Understanding of health and safety regulations related to event planning and management, including risk assessment and emergency procedures.

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Special Requirements:

**Essential/
Desirable**

Commitment and ability to work collaboratively across team and organisational boundaries, developing relevant skills and knowledge.

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Experience of providing student/staff advice in a similar or related role, preferably in Higher Education.

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Must be willing to undertake a DBS check. Clearance at an enhanced level is a prerequisite for this role.

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<p>Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.</p>	<p>Level 1- 3</p>
<p>Communication Adaptability / Flexibility Customer/Client service and support Planning and Organising Continuous Improvement Problem Solving and Decision Making Skills Managing and Developing Performance Creative and Analytical Thinking Influencing, Persuasion and Negotiation Skills Strategic Thinking & Leadership</p>	<p>3 3 2 3 2 3 2 3 2 2</p>
<p>This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.</p> <p>Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.</p>	
<p>Organisational/Departmental Information & Key Relationships</p>	
<p><u>Background Information</u></p> <p>The Events and Communities team sits within the Student Engagement & Experience Department, which is part of the Chief Student Officer's Directorate (CSO). The Student Engagement & Experience Department includes approximately 50 members of staff across a range of student services (Money Support, Student Hub, International Student Support, Student Communities & Events and Religious Life and Belief). The Student Engagement & Experience Department focuses on delivering a personalised and welcoming experience in all our engagements, putting students at the heart of our work, and fostering a sense of belonging and community ethos through all our practices.</p> <p>The Chief Student Officer Directorate serves to provide a joined-up and effective service to students across their journey at the University: from pre-enrolment to graduation, with an excellent student experience as its primary focus. We ensure that students receive excellent support and advice and feel a sense of belonging to the University of Surrey community, and we work towards the key principles in our student and staff partnership manifesto (student-staff-partnership-manifesto.pdf (surrey.ac.uk)).</p>	
<p><u>Relationships</u></p> <p><u>Internal</u></p> <ul style="list-style-type: none"> • Faculties, Schools, and Depts • Departments across the CSO • Accommodation • Campus Safety • Hospitality and Catering • Estates • Library • Doctoral College • Finance • Surrey Sports Park <p><u>External</u></p> <ul style="list-style-type: none"> • USSU (University of Surrey Students' Union) 	