

.0Post Details		Last Updated: 12/05/2025	
Faculty/Administrative/Service Department:	Chief Student Officer Directorate		
Job Title:	Senior Higher Education Outreach Network (HEON) Officer		
Job Family & Job Level	Professional Services	4	
Responsible to:	Higher Education Outreach Network (HEON) Manager		
Responsible for:	HEON Graduate Outreach Assistant		
<u>Job Purpose Statement</u>			
The Senior Higher Education Outreach Network Officer will be responsible for planning and organising overall outreach programme delivery and external relations for the Higher Education Outreach Network (HEON), a partnership consisting of The University of Surrey, University for the Creative Arts, Farnborough College of Technology, Royal Holloway, University of London, Activate Learning, North East Surrey College of Technology (NESCOT), Surrey County Council, The Academy of Contemporary Music, and The University of Law. HEON is part of the Uni Connect Programme, funded by the Office for Students (OfS) and aims to support young people, primarily from underrepresented backgrounds, to make informed decisions about Higher Education.			
<u>Key Responsibilities</u>			
<div>1. To take overall responsibility for the programme design of HEON's yearly outreach plan, ensuring that it reflects all partner institutions and fulfils the requirements detailed in the Operational Plan submitted to the funding body, the OfS.</div> <div>2. To lead on the overall organisation and delivery of HEON's collaborative outreach programme, consisting of a range of large scale events and innovative delivery methods beyond the traditional scope of outreach activity, to inform young people about Higher Education.</div> <div>3. To develop and maintain strategic links with HEON's Partners, and to provide day to day guidance to Partner Officers on the delivery of outreach events, in order to meet our funding requirements for collaborative work.</div> <div>4. To lead on relationship management with key contacts at schools & colleges, ensuring programmes are effectively targeted, delivered, and data captured.</div> <div>5. To develop and maintain close links with external bodies, community groups, and staff at other local and national networks to utilise collaborative opportunities and contribute to the overall success of the national uni connect programme.</div> <div>6. To provide and implement recommendations for developments and improvements to HEON's yearly outreach plan, using evaluation data and their expert knowledge of outreach and higher education to ensure that all operational milestones set by OfS are appropriately fulfilled.</div> <div>7. To work closely with the Senior HEON Evaluation & Impact Officer to utilise activity evaluation data to respond strategically to data presented in order to improve the design of the HEON offer and ensure that the annual programme meets the needs of young people residing in target wards, and of the funding body, OfS.</div> <div>8. Provide line management to the HEON Graduate Outreach Assistant.</div>			
N.B. The above list is not exhaustive.			
All staff are expected to:			
<div><div>• Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.</div><div>• Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.</div><div>• Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.</div><div>• Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.</div></div>			

- 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 has significant independent responsibility to ensure that HEON's overall programme of outreach activities is delivered to a high standard and to regular reporting deadlines set by the OfS. They will work within established departmental processes and procedures with limited guidance from the HEON Manager. Within these parameters, the post holder is expected to:

- Lead on the development and delivery of long-term (yearly) programme design of HEON's outreach plan. Within these parameters the post holder will work with minimum day-to-day supervision in order to deliver the set objectives. The post holder should apply judgement and initiative when managing their workload, including determining medium-term priorities, responding to conflicting priorities or unusual incidents, and managing activity in line with the KPIs of the Higher Education Outreach Network (HEON), and the Uni Connect Programme.
- Provide advice and solutions to Partner Officers on routine day-to-day problems within the specialist area of outreach activity organisation, design and delivery, in which they are familiar. Resolution for these issues will usually be found through referring to their previous experience of similar problems, through consultation with colleagues or professional contacts, or through making reference to departmental policies and procedures and applying them.
- Use initiative and judgement to address and resolve more complicated problems and issues, referring only the most complex issues outside of the remit of their role to their line manager. The post-holder is, however, expected to have a degree of involvement in finding and implementing resolutions in this case.

Problem Solving and Decision Making

The post holder will have responsibility for the overall programme design of all HEON outreach initiatives, and will therefore decide upon the appropriate events and activities to ensure the completion of the requirements and milestones detailed in the Operational Plan submitted to the OfS, based on their knowledge of outreach delivery and of local and national best practice in this area. The post holder will analyse complex and interwoven problems, providing guidance on higher level outreach design and delivery to Partner Officers in situations where problem solving is not straightforward.

They are expected to work in a proactive manner and to decide how to achieve the desired KPIs, generally basing decisions on their work objectives, network priorities and their professional experience. The post holder is expected to refer complex problems and issues which fall outside the remit of their role, to their line manager for guidance, putting forward recommendations where necessary.

Continuous Improvement

The post holder will build strong strategic relationships with target schools and colleges in order to proactively gather and analyse feedback from a wide variety of relevant stakeholders and influencers on young people. The post holder will administer evaluations across the range of events/activities delivered, in order to ensure long term positive improvements to HEON's yearly outreach plan. They are expected to exercise sound judgement, demonstrate initiative and identify and make recommendations to the HEON Manager for improvements. This will include providing end-of-year reports on the success of HEON's annual outreach programme, and seeking to continuously improve programme design to enable HEON to meet the needs of target schools and colleges, and combat future challenges in the region.

Accountability

The post holder will be responsible for ensuring the successful delivery of HEON's annual outreach programme to students in targeted wards identified by OfS. Using their professional knowledge, they will advise schools, colleges and third party organisations on the correct targeting methods to ensure that HEON delivers the strategic priorities mandated by OfS, chiefly to increase the number of young people progressing to Higher Education from the target wards.

The post holder will lead on the day to day management of centrally coordinated HEON outreach events, such as conferences, residentials and collaborative initiatives with partners. The post holder will coordinate and arrange the contributions of partners to central events, and will support the development of HEON's broader outreach activity with partners. This will include regular liaison with operational contacts within HEON's partner institutions. The post holder will also be required to create and disseminate regular dashboards and reports on outreach delivery to senior contacts within HEON's partner institutions, via the HEON Steering Group.

Dimensions of the Role

The post holder will not have any budgetary or formal supervisory responsibilities. However, they will be required to brief and supervise Student Ambassadors from HEON's partner universities.

Supplementary Information

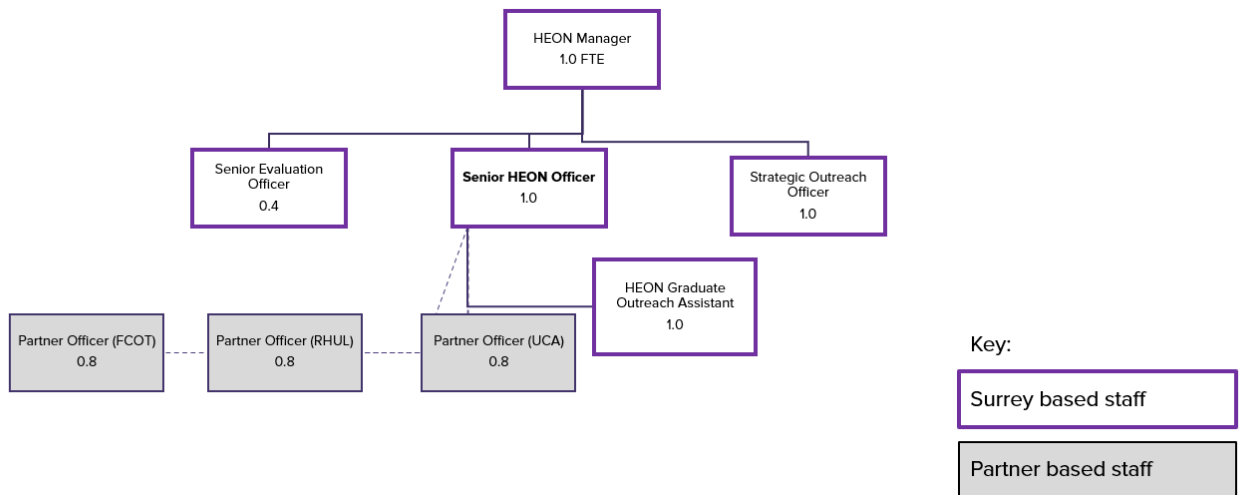
The post holder will be based at the University of Surrey but there will be regular visits to partner organisations, schools and colleges across the region.

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		Essential/ Desirable
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		E
Technical Competencies (Experience and Knowledge)	Essential/ Desirable	Level 1-3
Excellent written and oral presentation skills and a proven ability to encourage young audiences	E	3
Experience of delivering and developing educational materials	E	3
Knowledge of widening participation and higher education outreach initiatives	E	3
Good knowledge of higher, further and secondary education sectors	E	3
Experience of organising, administering and delivering events/initiatives	E	3
Experience of collecting, collating and organising data in preparation for monitoring and reporting	E	2
Experience of using Microsoft Office including Outlook, PowerPoint and Excel	E	2
Special Requirements:	Essential/ Desirable	
Must be willing to undertake a DBS disclosure check. Satisfactory clearance is a prerequisite for this role.	E	
Willingness to travel as required by the role.	E	

May require flexibility in hours worked.	E	
A full, clean driving licence (for use with university hire car)	D	
Core Competencies		Level 1-3
Communication		3
Adaptability / Flexibility		2
Customer/Client service and support		3
Planning and Organising		3
Continuous Improvement		2
Problem Solving and Decision Making Skills		2
Managing and Developing Performance		2
Creative and Analytical Thinking		2
Influencing, Persuasion and Negotiation Skills		2
Strategic Thinking & Leadership		1
Organisational/Departmental Information & Key Relationships		
<u>Background Information</u>		
<p>The Higher Education Outreach Network (HEON), is a partnership consisting of The University of Surrey, University for the Creative Arts, Farnborough College of Technology, Royal Holloway, University of London, Activate Learning, North East Surrey College of Technology (NESCOT), Surrey County Council, The Academy of Contemporary Music, Brooklands College, The University of Law, and Surrey Sports Park. HEON is part of the Uni Connect Programme, funded by the Office for Students (OfS) aiming to:</p>		
<ul style="list-style-type: none">• Contribute to reducing the gap in higher education participation between the most and least represented groups.• Support young people to make well-informed decisions about their future education• Support effective and impactful local collaboration by higher education providers working together with schools, colleges, employers and other partners• Contribute to a stronger evidence base around ‘what works’ in higher education outreach and strengthen evaluation practice in the sector.		
<p>The Uni Connect Programme is a fixed-term collaborative project, funded until 31 July 2026. HEON's central office is situated within the Chief Student Officer Directorate at the network's lead institution, the University of Surrey. HEON offers impartial information and guidance about Higher Education, and operates with equal input from the partner institutions via the HEON Steering Group, and HEON funded roles at partner institutions.</p>		
<p>The HEON Partnership acts as a point of contact for outreach and higher education information for schools and colleges, and collaborates and interacts with other local and national outreach networks and charities, reporting on spending and outcomes to OfS at regular intervals. The Senior HEON Officer will assist with day to day aspects of these functions as appropriate.</p>		
<p>All of the HEON posts work closely with outreach and schools liaison colleagues at each partner Higher Education provider, to promote existing activity and develop further collaborative work in the partnership.</p>		
<p>The post holder will work closely and effectively with colleagues such as the external HEON Partner Officers, other WP and Outreach staff, Marketing, and Student Recruitment to utilise collaborative opportunities and coordinate activity. The post holder will be required to work closely with external contacts such as secondary schools and colleges to ensure effective service is delivered.</p>		

Department Structure Chart



Relationships

Internal

- Central HEON Team
- Recruitment
- Widening Participation & Success
- Marketing
- University Academics
- Student Ambassadors

External

- Regional Secondary Schools and Colleges
- HEON Partner Officers
- The Office for Students
- Surrey County Council
- Other Uni Connect partnerships (nationally)
- Other local organisations & charities working with young people in Surrey & Hampshire