

Post Details		Last Updated: 15/07/2025	
Faculty/Administrative/Service Department:	Chief Student Officer, Student Success Department		
Job Title:	Higher Education Outreach Network (HEON) Strategic Outreach Officer		
Job Family & Job Level	Professional Services	3	
Responsible to:	HEON Manager		
Responsible for:	n/a		
<u>Job Purpose Statement</u>			
<p>The HEON Strategic Outreach Officer will deliver HEON's established Strategic Outreach objectives, including further mapping of local outreach provision to identify cold spots in delivery, both to schools and colleges, and to each group identified as underrepresented in Higher Education.</p> <p>Where cold spots exist, the post holder will work collaboratively with the HEON Manager, HEON partners and other regional stakeholders to identify means to address these gaps.</p> <p>The post holder will support HEON's objective of developing and disseminating outreach resources that can continue to be used sustainably by universities, schools, colleges and other stakeholders.</p> <p>The post holder will also contribute to core HEON objectives, including the delivery of sustained outreach programmes in the region.</p>			
<u>Key Responsibilities</u>			
<ol style="list-style-type: none">1. Develop, plan and deliver collaborative outreach activity to schools/colleges for students in years 9-13 and parents, carers and teachers.2. Develop and maintain relationships with key contacts at schools and colleges and with other stakeholders in the region.3. Support the organisation and implementation of large scale events, conferences and collaborative initiatives for school/college students, teachers and advisers, and to ensure that they are informative and impactful.4. Assist with the design and administration of event/activity evaluations to obtain feedback from target audiences, ensuring that events/ activities align to the HEON evaluation framework.5. Collect, organise and maintain accurate data to support the tracking, impact assessment and reporting of HEON's activities.6. Work closely with colleagues in HEON partner institutions and national networks (within the Uni Connect Programme) to utilise collaborative opportunities.7. Ensure that the HEON website is regularly updated with events, information and resources, including signposting information collected as part of HEON's Strategic Outreach mapping exercises.8. Comply with data protection guidelines and safeguarding procedures as set by the HEON Team and the University of Surrey. <p>N.B. The above list is not exhaustive.</p>			
<p>All staff are expected to:</p> <ul style="list-style-type: none">• 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. <p>Help maintain a safe working environment by:</p> <ul style="list-style-type: none">• 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

Under the guidance the HEON Manager, the post holder will ensure that HEON's objectives are delivered, whilst working within established University processes and procedures. The post holder will develop and deliver short- and medium-term plans for the delivery of key strategic outreach activities. These would include core HEON activity delivered to certain schools and colleges, and tailored series of activities for groups of WP students identified in HEON's Strategic Outreach plans, developed with input from teachers, HEON partners and other key stakeholders.

Within these parameters the post holder will work to clear guidance but with minimum day-to-day supervision. There is scope for the post holder to apply judgement and initiative when managing their workload, including determining short-term priorities and responding to HEON's overall requirements, in addition to managing their own responsibilities where necessary.

Problem Solving and Decision Making

The post holder is expected to work in a proactive manner and to decide how to achieve the desired results, generally basing decisions on their work objectives, priorities and their professional experience, and on their understanding of HEON's broader objectives. 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 assist in administering evaluations on event/activity delivered in order to obtain feedback from the target audience and ensure continuous improvement. They are expected to exercise sound judgement, demonstrate initiative and identify and make recommendations for improvements, in consultation with their line manager, to enable HEON to develop to meet the needs of state schools and colleges in the region.

Accountability

Under the guidance of the HEON Manager, the post holder will be required to further develop HEON's offering of IAG materials (including workshops, online resource pages), in order to suit the needs of various schools and colleges in the region. These should be developed in collaboration with relevant sources of expertise (Teachers, Student Ambassadors), and be suitable for sustained use over time. The post holder will also develop and support HEON's broader outreach activity, such as the organisation and delivery of large-scale events and collaborative initiatives.

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 institutions.

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

HNC, A Level, NVQ 3, HND level or equivalent, plus several years relevant experience OR Broad vocational experience, acquired through a combination of on-the-job experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles		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/or developing educational materials	E	2
Knowledge of widening participation and higher education outreach initiatives	E	2
Good knowledge of higher, further and secondary education sectors	E	2
Experience of organising, administering and delivering events/initiatives	E	2
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	Level 1-3
Must be willing to undertake a DBS disclosure check. Satisfactory clearance is a prerequisite for this role.	E	n/a
Willingness to travel as required by the role.	E	n/a
May require flexibility in hours worked.	E	n/a
A full, clean driving licence	E	n/a
Core Competencies		Level 1-3
Communication		3
Adaptability / Flexibility		2
Customer/Client service and support		2
Planning and Organising		2
Continuous Improvement		2
Problem Solving and Decision Making Skills		2
Managing and Developing Performance		n/a
Creative and Analytical Thinking		2
Influencing, Persuasion and Negotiation Skills		2
Strategic Thinking & Leadership		n/a
Organisational/Departmental Information & Key Relationships		
<p><u>Background Information</u></p> <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.

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.

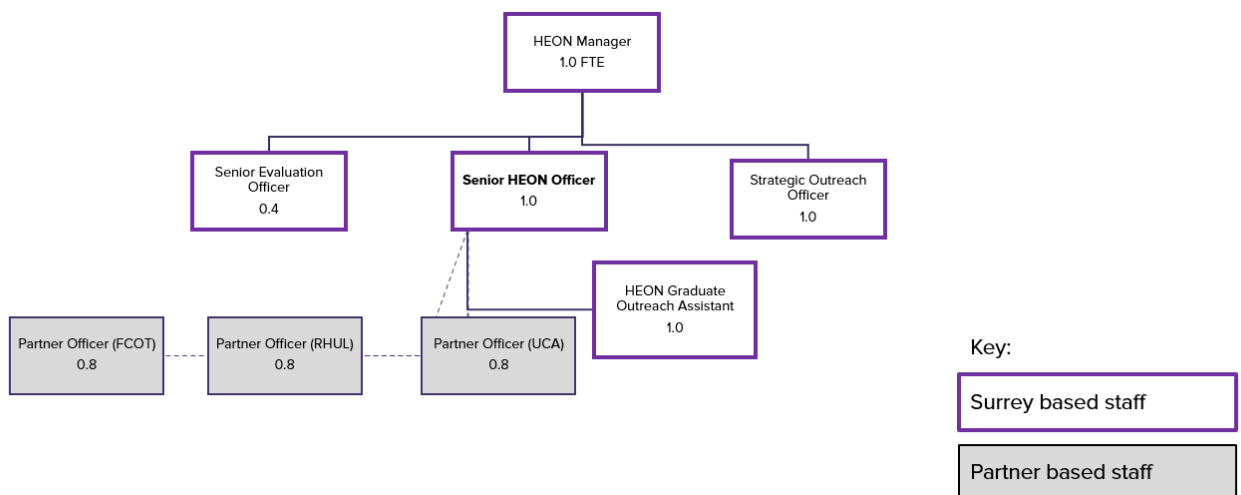
The HEON Partnership acts as a point of contact for outreach and higher education information for schools and colleges, and collaborates and interacts with other local and national outreach networks and charities, reporting on spending and outcomes to OfS at regular intervals. The Senior HEON Officer will assist with day to day aspects of these functions as appropriate.

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.

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.

Our award-winning, welcoming team are committed to providing inclusive and meaningful change for under-represented students. The post holder will work directly on projects for under-represented learners in schools and within the community. Experience of working with or lived experience of being from an under-represented group would be an asset to our team.

Department Structure Chart



Relationships

Internal

- Widening Participation and Outreach
- Marketing
- Student Recruitment
- University Academics
- Student Ambassadors
- Student Success Department

External

- Secondary Schools and Colleges
- HEON Partner Schools and Colleges
- Office for Students
- National Uni Connect Partnerships
- Third-party stakeholders including organisations & charities working with young people in the region
- Surrey County Council