

Post Details		Last Updated: 12/06/2025	
Faculty/Administrative/Service Department	Chief Student Officer's Directorate		
Job Title	Widening Participation Officer		
Job Family	Professional Services	Job Level	3
Responsible to	Widening Participation Manager (School Partnerships & Attainment)		
Responsible for (Staff)	N/A		
Job Purpose Statement The Widening Participation (WP) Officers will support the University to further its Access and Participation objectives and achieve the targets outlined in our Access and Participation Plan (APP). As a Widening Participation & Outreach Officer, you will be responsible for the development, implementation and evaluation of a range of high-quality, targeted programmes of activity that raise the aspiration and attainment of learners from under-represented groups and will work under the overall direction of the Head of Widening Participation & Success to ensure that the Institution's Widening Participation strategy and Access and Participation targets and commitments are met. You will work closely and collaboratively with members of the WPS Team in addition to fostering and maintaining positive relationships with faculty academics, local schools, teachers, advisers, community and cultural groups to engage learners and their supporters.			
Key Responsibilities This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)			
<div><div></div><div><div>1.</div><div>Organisation, implementation and evaluation of interactive workshops and taster sessions for pre and post 16 school/college students to support the progression of specific under-represented groups.</div></div><div><div>2.</div><div>Organisation, implementation and evaluation of interactive workshops and taster sessions of subject-related attainment raising activity for pre-16 school students.</div></div><div><div>3.</div><div>Develop, implement and evaluate Faculty based provision, this includes being the key point of contact for one faculty, attending relevant faculty meetings and leading the faculty specific outreach activity, including residential summer schools, as part of the Surrey Scholars Programme.</div></div><div><div>4.</div><div>Organisation and implementation of large-scale events, conferences and collaborative initiatives for school/college students, community groups teachers and advisers.</div></div><div><div>5.</div><div>Administer event/activity evaluations to obtain feedback from the target audience, to understand the impact of activity delivered and recommending improvements where necessary.</div></div><div><div>6.</div><div>Collect, organise and maintain accurate data to support tracking, impact assessment and reporting.</div></div><div><div>7.</div><div>Coordinate the University's Student Ambassador scheme, including recruitment, training and development and provide support for teams across the university.</div></div><div><div>8.</div><div>Work closely with University colleagues such as other Student Success staff, Marketing Recruitment and Admissions, Academic Skills Development, Student Experience and the Students' Union to utilise collaborative opportunities and coordinate activity.</div></div></div>			
N.B. The above list is not exhaustive.			

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

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

Planning and Organising

Working under the direction, support and guidance of the Widening Participation Manager, the post holder will work with other Widening Participation team members and Faculty staff where appropriate, as well as University colleagues more widely, to support the organisation, delivery and evaluation of targeted aspiration and attainment raising activity in addition to wider outreach and events. With clear direction and support from the WP Manager, the post holder will deliver attainment raising activity and will develop appropriate IAG events, to further engage with target schools, colleges and other partners.

Problem Solving and Decision Making

The post holder, under the guidance of the Widening Participation Manager, will ensure that the University set objectives are delivered, whilst working within established departmental processes and procedures. Within these parameters the post holder will work with minimum day-to-day supervision to deliver the set activities. There is scope for the post holder to apply judgement and initiative when managing their workload, including determining medium-term priorities and responding to conflicting demands.

Continuous Improvement

The post holder is expected to work in a proactive manner and to decide how to achieve the desired KPIs allocated to them, generally basing decisions on their work objectives, departmental priorities and their professional experience, and on their sound understanding of the University's Access and Participation Plan. The post holder will be required to administer event/activity evaluations to obtain feedback from the target audience and to ensure that continuous improvement is based on robust evaluation and feedback. The post holder must be able to operate flexibly and positively in relation to changing circumstances and requirements. The post holder will also need to demonstrate a confident communication style for presentations, developing presentations where necessary and imparting advice and liaising with academic and professional services staff. The Widening Participation and Success Team and wider Student Success Department are committed to creating an actively inclusive environment for our staff and students. The post holder will be required to undertake regular self-development work to continuously improve and enhance their understanding of EDI, equities in society and Higher Education and how to be an active bystander and ally.

Accountability

The post holder is expected to provide advice and solutions to routine day-to-day problems and issues within their specialist area associated with WPO, based on reference to good professional practice, established departmental processes and on the professional support and guidance from more senior members of the Widening Participation and Success team. They are expected to exercise sound judgement, demonstrate initiative, and make recommendations for improvements, when applicable, to ensure that WPO activity, events and wider requirements are implemented and maintained effectively. 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.

The post holder will also be expected to support the organisation and the implementation of largescale events, conferences and collaborative initiatives for school/college students, teachers and advisers such as summer schools and IAG events. This will be in addition to coordinating the annual recruitment, training and supervision of student ambassadors on behalf of the Widening Participation and Success Team.

Dimensions of the role

The post holder does not have any budgetary or supervisory responsibility, although will be expected to coordinate student ambassadors during events in line with the University's policies and procedures. The post holder will be expected to deliver events within an allocated budget and report on expenditure.

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.

As the role involves traveling to schools and locations within the local community, a full driving licence is required.

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

HNC, A Level, NVQ 3, HND level or equivalent, plus several years relevant experience
OR

E

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/role

QTS or similar qualifications/experience

D

Membership of relevant professional bodies related to Widening Participation. E.g. HELOA, NEON, etc.

D

Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).

**Essential/
Desirable**

**Level
1-3**

Excellent written and oral presentation skills and a proven ability to encourage young audiences

E

3

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**

Must be willing to undertake a DBS disclosure check. Satisfactory clearance is a prerequisite for this role

E

A full drivers license and willingness to travel as required by the role

E

Must be willing to undertake out of hours activity including evening, weekend and overnight at certain periods.

E

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.

**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
<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>	
Organisational/Departmental Information & Key Relationships	
<p><u>Background Information</u></p> <p>The Widening Participation and Success Team sits within the Student Success Department, which is part of the Chief Student Officer's Directorate. The Chief Student Officer's Directorate serves to provide a joined-up and effective service to students across their student 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 work against the key principles in our student and staff partnership manifesto (student-staff-partnership-manifesto.pdf (surrey.ac.uk)). Internally, Widening Participation and Success works with central and Faculty-based staff to provide coherence and direction across support provided for underrepresented groups in schools, colleges, university and the community. The Widening Participation and Success Team is responsible for ensuring the successful delivery across the University's Access and Participation Plan. Externally Widening Participation and Success team works to maintain a high profile for the University of Surrey by building coherent partnership with schools, colleges, business, the community, and university partners, through a range of strategically agreed projects and activities.</p>	

Department Structure Chart

Relationships *This is not an exhaustive list of every relationship the post holder has, but is a brief description of those that play an important part in the post holder successfully carrying out the role. It should identify the significant internal and external relationships and contacts that the post holder has in their job and describe the overall purpose and nature of those relationships (i.e. exchanging information, negotiating, networking, etc.)*

Internal

Key staff in:

- Faculties, Schools and Depts.
- Departments across the CSO
- Marketing Recruitment and Admissions
- Estates Facilities and Catering Service
- Surrey Sports Park

External

University of Surrey Student's Union

- HEON
- Local County Councils
- Schools, Colleges, and other Educational organisations
- Relevant charities and advocacy groups
- The OfS
- Professional Networks related to widening participation