

Post Details		Last Updated: 05/05/2026	
Faculty/Administrative/Service Department	Student Experience Department, Chief Student Officer Directorate		
Job Title	HEON Graduate Outreach Assistant		
Job Family	Professional Services	Job Level	2b
Responsible to	Senior HEON Officer		
Responsible for (Staff)	n/a		
<u>Job Purpose Statement</u>			
The HEON Graduate Outreach Assistant will support the administration and delivery of the Higher Education Outreach Network (HEON) programme. This includes working collaboratively to deliver impactful and engaging outreach activities to schools, colleges and communities in Surrey and North East Hampshire, to support learners from underrepresented backgrounds and help make informed decisions about Higher Education.			
<u>Key Responsibilities</u> 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)			
1. Organise, design and deliver on- and off-campus targeted interactive workshops, and taster sessions for pre and post 16 school/college students 2. Support the administration, organisation and delivery of large-scale events such as residentials and mentoring programmes to ensure that such events are delivered to a high standard 3. Plan and administer event/activity evaluations to obtain feedback from the target audience to support evaluation and understand the impact of activity delivered, and how activity can be improved. 4. Work with Senior HEON Evaluation and Impact Officer to collect, organise, input and maintain accurate data to support tracking and evaluation of activity. 5. Support the HEON team with the regular development of a HEON Padlet for schools and colleges, and assisting with social media platforms (Instagram, LinkedIn, Tik Tok). 6. Support the HEON manager with certain administrative tasks such as minute-taking and budget tracking. 7. Comply with data protection guidelines and safeguarding procedures as set by the HEON Team and the University of Surrey.			
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.			
<u>Elements of the Role</u>			
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.			
<u>Planning and Organising</u>			
• The postholder will support internal and external activities/events, collating and recording relevant information/documentation as requested to ensure activities are administered effectively. • Arrange allocated activities within daily routine to ensure work is completed to time and/or an appropriate standard.			

- Plan and prioritise own work activities, setting short-term targets, responding to manager/team/department requirements in addition to own responsibilities in order to ensure operational efficiency.

Problem Solving and Decision Making

- The postholder is likely to encounter situations requiring solutions arrived at through things learnt or previously experienced, with some latitude to consider variations.
- The resolution of problems demands the selection and application of a well-defined process.
- Managerial approval required to alter actions to an established sequence any significant degree.
- Latitude to interpret past precedents and apply judgement to determine appropriate course of action, where the postholder experiences more unusual queries or issues where there is no formal guidance.
- Guidance and supervision are available if required to provide input on unusual or one-off issues.

Continuous Improvement

- Ability to suggest minor improvements to working processes/systems, implementation may occur at a higher level or be overseen.
- Work with manager and/or more experienced colleagues to discover and develop abilities and competence through learning and/or exposure to a range of activities.
- Work with customers/clients or colleagues to determine (within broad objectives) how services should be delivered.

Accountability

- For ensuring their own wellbeing, through compliance with standard procedures, including those governing Health and Safety.

Dimensions of the role

- This role has no budgetary or supervisory responsibility.

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		
Undergraduate degree from a HEON partner institution obtained within the past year		E
Technical Competencies (Experience and Knowledge)	Essential/ Desirable	Level 1-3
Competent IT skills and technical capability with familiarity of Microsoft Office, Teams, use of internet and databases.	E	2
Numeracy and literacy with potential for further study where appropriate.	E	2
Attention to detail, accuracy and ability to prioritise tasks within a broader routine.	E	2
Ability to convey facts and information to colleagues, stakeholders and clients, both verbally and in writing.	E	2
Where appropriate, knowledge of straightforward office equipment.	D	n/a
Basic awareness of activities of the Higher Education sector and Widening Participation objectives	D	n/a
Special Requirements:		Essential/ Desirable
Must be willing to undertake a DBS disclosure check. Satisfactory clearance is a prerequisite for this role.		E
A willingness to travel as required by the role and the willingness to work flexible hours to deliver some events.		E
A full driving license		D
Core Competencies		Level 1-3
Communication		2

Adaptability / Flexibility	2
Customer/Client service and support	2
Planning and Organising	2
Continuous Improvement	1
Problem Solving and Decision Making Skills	1
Influencing, Persuasion and Negotiation Skills	1
Creative and Analytical Thinking	1
Managing and Developing Performance	n/a
Strategic Thinking & Leadership	n/a

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.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

Organisational/Departmental Information & Key Relationships

Background Information

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 University of Law, and the Academy of Contemporary Music. HEON operates with equal input from the partner institutions via the HEON Steering Group, and HEON funded roles at certain partner institutions.

HEON is part of the national Uni Connect Programme, funded by the Office for Students (OfS). Uni Connect brings together 29 partnerships of universities, colleges and other local partners to offer impartial activities, advice and information on the benefits and realities of going to university or college. Uni Connect is a fixed term collaborative project, funded until July 31, 2027.

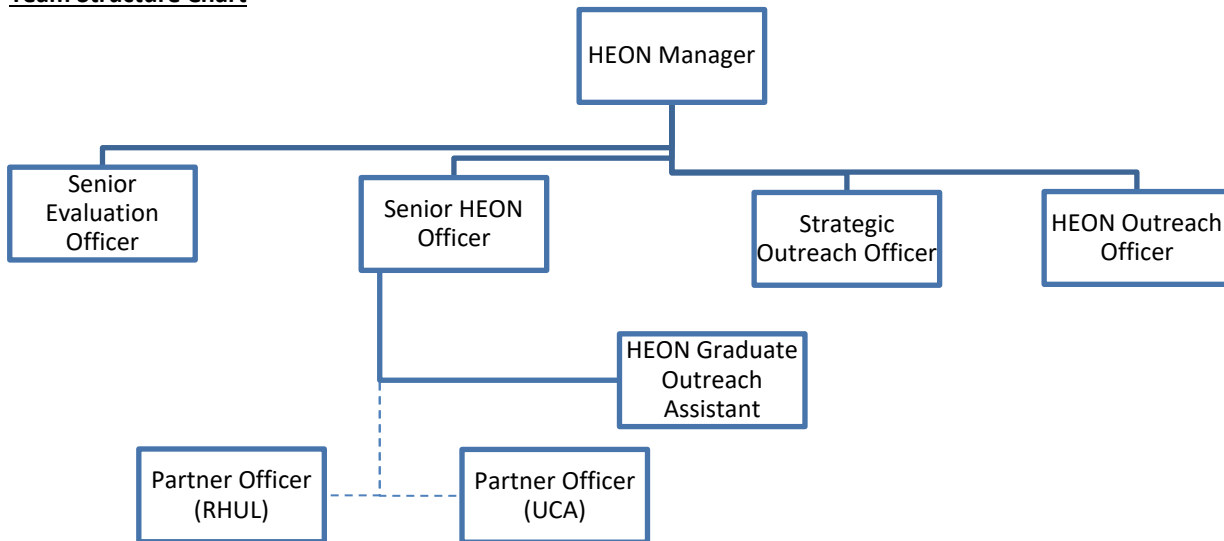
HEON's central team is situated within the Student Success Department, which is part of the Chief Student Officer (CSO) Directorate. The CSO Directorate serves to provide a joined-up and effective service to students across their student journey at the University: from pre-enrolment to graduation, with an excellent student experience as its primary focus.

HEON's programme directly supports the OfS' Uni Connect Programme objectives to:

- Contribute to reducing the gap in higher education participation between the most and least represented groups
- Equip young people from underrepresented groups to make an informed choice about their options in relation to the full range of routes into and through higher education and to minimise the barriers they may face when choosing the option that will unlock their potential, including barriers relating to academic attainment
- Support a strategic local infrastructure of universities, colleges and other partners that can cut through competitive barriers, offer an efficient and low-burden route for schools and colleges to engage with outreach, for schools to engage with attainment raising activity, and to address outreach 'cold spots' for underrepresented groups
- Contribute to a stronger evidence base around 'what works' in higher education outreach and strengthen evaluation practice across the sector.

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.

Team Structure Chart



Relationships

Internal

- Student Experience Department – Networking, personal and professional development.
- Faculties, Schools and Departments – coordinating
- Widening Participation & Outreach team – collaborating, best practise sharing

External

- HEON team members based at partner institutions - collaborating
- Schools, Colleges, and other Educational organisations – networking and organisation of activity.
- Relevant charities and advocacy groups – networking and organisation of activity.
- Other Uni Connect partnerships – networking, best practice sharing, collaborating
- Professional Networks related to widening participation – networking and professional development