

HERTS SUHERTS SU

JOB DESCRIPTION

Job Title:	Outreach Coordinator	Responsible to:	Academic Experience Manager
Salary:	£27,000 - £28,000	Responsible for:	Student Leaders
Contract Type	Full-time (37.5 hour per week) Fixed Term – 12 months (September 2026 – September 2027)		
Location:	Based at the College Lane Campus with regular travel to the De Havilland campus.		
Liaison with other personnel:	The post holder reports to the Academic Experience Manager of Hertfordshire Students' Union but will work closely with other staff members in the SU. The post holder will also work with students and University staff/departments.		
Purpose:	To lead and coordinate student engagement initiatives, including outreach and key projects that enhance the academic experience. The role will ensure effective student feedback collection, deliver impactful induction activities, and support the development of student voice through representation and training.		

Please note that during your probationary period, you will not be eligible to work from home and you will be required to work on campus five days per week. Following successful completion of probation, you will be eligible to work from home for one day per week, subject to the needs of the organisation, which may require full on-site attendance during busy periods.

Herts SU

- Vision:** Our vision at Herts SU is to help students love life at Herts. The Outreach Coordinator plays a key role in bringing this to life by creating engaging opportunities for students to shape their academic experience through feedback, outreach and representation.
- Values:** We are a truly values-led organisation. As such, we're looking for someone who lives our everyday values of being Helpful, Empowering, Representative, Transparent and Student-Focused. We encourage our team to have fun at work whilst never losing sight of our vision.
- Service Excellence:** We go above and beyond for our students and each other – we're committed to providing excellent service across the board and we support each other to prioritise this every day.

Equality and Diversity Commitment

Hertfordshire Students' Union is committed to diversity and inclusion amongst its staff, reflecting the communities it serves. We welcome applications from Black, Asian and ethnic minority backgrounds, as they are currently underrepresented within the Union's professional staff team. We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.

Key Role Requirements

Main Duties and Responsibilities

Outreach & Engagement

- Lead on the planning and delivery of outreach activity (such as stalls and interactive activities) to promote the Students' Union (specifically the Academic Experience Team's) services, helping students understand what support is available to them.
- Build relationships with external charities and organisations, coordinating their involvement in on-campus outreach activity to raise awareness of support services relevant to students.
- Develop creative, inclusive approaches to increase student awareness and participation, particularly among students who may not usually engage.
- Collaborate with the Representation Coordinator, Community Events Team, and School & Student Community Organisers (SCOs) to design and deliver outreach that raises awareness of key academic and student issues, including initiatives for awareness weeks and heritage months.
- Monitor impact by monitoring attendance and engagement, in addition to gathering feedback to understand what worked well and continuously improve future outreach.

Induction & Student Transition

- Support the Academic Experience Manager in booking and coordinating SU induction talks for the start of each Semester.
- Deliver engaging induction talks and sessions to help new students understand how they can get involved and shape their academic experience.
- Ensure students are aware of key opportunities such as becoming a Student Rep and how to share feedback with the SU.
- Collect feedback on induction sessions and use this to improve content and delivery for future students.

Student Representation Support

- Support the delivery of Student Representative recruitment & training, helping reps understand their role and how to represent student views effectively.
- Work with Reps throughout the year to keep them engaged, confident, and active in their role, by hosting drop-in sessions and forums.
- Support the administration of Student Representation, helping students share feedback and ensuring it is used to inform improvements.
- Support the planning, organisation and delivery of School Student Forums and attendance at Programme Academic Experience Groups (PAEGs).
- Support the Academic Experience Team with day-to-day administration, including monitoring shared inboxes, responding to student queries, and helping ensure timely communication with Student Representatives.

Communicating Student Voice

- Work collaboratively with the Marketing Team and Representation Coordinator to develop and deliver regular reporting on student voice activity, including showcasing the impact of work led by Student Reps and SCOs
- Work in partnership with the Advice and Insight teams to support the effective use of student feedback mechanisms, including:
 - Coordinating the collation and organisation of student submissions
 - Assisting in the analysis and interpretation of feedback data
 - Ensuring timely and meaningful reporting back to students and stakeholders on key themes and outcomes

Supporting The Wider SU Team

- Harness and maintain good working relationships with all colleagues across the SU, working as collaboratively as possible on all projects where appropriate.

HERTS SUHERTS SU

- Support with the delivery of larger events like Freshers Week, Refreshers Week, the Students' Union Awards and Elections (this is not an exhaustive list).

General Duties

- Set high standards of integrity, punctuality, accuracy, politeness, and professionalism. By personal example promote a positive image of the SU and ensure staff provide an excellent customer service.
- Ensure the effective and efficient day to day running of the department.
- Contribute towards the delivery of the SU's strategic plan.
- Attend conferences, training events and meetings as necessary.
- Build and maintain effective relationships with external stakeholders and providers
- Undertake individual projects as required for the benefit of Herts students.
- Have a flexible approach to work and undertake any other reasonable duties that may be required, including general administration.
- Keep up to date with relevant local, national, international & sector developments, changes in legislation and good practice.
- Be sensitive when handling confidential information.
- Respect the democratic structure of the SU at all times.
- Abide by the Union Constitution and Union policies and procedures at all times.
- Support with the delivery of the Students' Union Elections, Bye-Elections and Referenda, ensuring that they are free, fair and accessible to all students.
- Be aware of the department's impact on the environment and to work within the environmental policies of the SU and the Uni of Herts.

This document outlines the duties required for the time being of the post entitled Outreach Coordinator, to indicate the level of responsibility. It is not a comprehensive or exhaustive document, and the management of Hertfordshire Students' Union may vary duties from time to time that do not change the general character of the job or the level of responsibility.

PERSON SPECIFICATION

Essential
Experience of planning and delivering outreach, engagement activities, or events.
Experience of working with diverse groups and engaging individuals who may be less likely to participate.
Understanding of the role and value of student representation and student voice within a university or similar environment.
Excellent communication and interpersonal skills, with the ability to engage and build relationships with a wide range of stakeholders, including students, staff and external organisations.
Strong organisational skills, with the ability to manage multiple activities, prioritise effectively, and meet deadlines.
Ability to work collaboratively as part of a team and build effective working relationships across departments.
Confidence in delivering presentations, workshops, or induction sessions to groups.
Ability to gather, interpret, and use feedback or data to improve services and activities.
Creative thinking, with the ability to develop engaging and inclusive approaches to outreach and engagement.
Enthusiastic and proactive approach, with a genuine interest in improving the student experience.
Commitment to equality, diversity, and inclusion, with the ability to create welcoming and accessible opportunities for all students.
Flexible and adaptable, with a willingness to support a range of activities and events as required.

HERTS SUHERTS SU

Professional, reliable, and able to maintain confidentiality where appropriate.

Basic IT skills (e.g. Microsoft Office, social media platforms)

Desirable

Experience of working in a Students' Union, higher education, or similar membership organisation.

Experience supporting volunteers

Experience of delivering training or facilitating group sessions.

Experience of analysing engagement data or reporting on impact.

Knowledge of issues affecting students in higher education.
