

Job Description

Position:	Outreach Practitioner
Academic Group/Service:	Apprenticeships
Reference:	APP-020/P
Grade:	Grade 5
Status:	1-year fixed term
Hours:	18.25 hours per week
Reports to:	Head of Apprenticeships and Foundation Studies

Main Function of the Position:

As a member of the Central Apprenticeship Team, lead on and facilitate outreach activity across a range of stakeholders including (but not limited to): local authorities, charities, voluntary organisations, colleges, schools, places of worship, youth service provisions, and local community venues.

To work with potential learners in key focus groups who are less likely to enter HE due to barriers associated with access, the University Outreach Practitioners will work with stakeholders and agencies that strengthen partnerships and bridge these barriers and form greater links with agencies such as the Greater Manchester Combined Authority GMCA and the National Network for the Education of Care Leavers (NNECL), regional colleges and youth provision, to provide enhanced information about entry to HE and apprenticeship programmes.

Principal Duties and Responsibilities:

1. To facilitate and complete outreach activities locally and regionally, to raise the profile of entry to HE and apprenticeship programmes at the University of Bolton.
2. To identify key stakeholder learner groups: care experienced, care leavers, carers, and learners from disadvantaged backgrounds, and to initiate engagement with entry to HE and apprenticeship programmes at the university.
3. Lead and manage outreach activities ensuring appropriate levels of support are available to facilitate learners progressing on to entry to HE programmes.
4. Work with care leaver and carer agencies to identify suitable learners and support transitions to HE
5. Enhance FE college and Sixth form college transitions through targeted outreach work.
6. Support employers to identify staff skills commensurate with progressing onto one of our proposed apprenticeships.
7. Be committed to widening participation locally and regionally.
8. To undertake tasks associated with administration processes and procedures including maintaining and processing accurate outreach activity reports to the Head of Apprenticeships and Foundation Studies.
9. To demonstrate a professional attitude, evidencing commitment to the University and the attainment of excellent quality of service.

10. To work with the Central Apprenticeship Team to achieve and maintain customer service excellence, advising staff from within the team and across the University where appropriate.
11. To be actively involved in determining and advancing best practice, and liaising with academic and professional colleagues across the University, partners and the wider sector.
12. To work effectively within a dynamic environment and optimise individual and team effort.
13. Provide cover as appropriate in the absence of others.
14. To participate in university internal/external events, deemed appropriate to the duties and take part in academic activities such as open days, clearing, enrolment, awards ceremonies etc as required.
15. Undertake continuing professional development (CPD) to meet University and learning objectives, ensuring own discipline currency and industry best practice is maintained.
16. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements
17. Ensure a safe working environment and abide by University health and safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy at all times.
18. Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to the performance / delivery of key responsibilities of the role.

Note:

This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary, update to incorporate changes where appropriate. The review process will be conducted by the relevant manager in consultation with the post holder

Person Specification

Position: Outreach Practitioner		Reference: APP-020/P	
Academic Group/Service: Apprenticeships		Priority	
Criteria		(1/2)	Method of Assessment
1 Qualifications			
1 a)	GCSE in English and Mathematics, grade C or above (or equivalent), or equivalent standard of education	1	Application Form/ Documentation
1 b)	Educated to Degree (or equivalent) in an appropriate subject, or equivalent experience	1	Application Form/ Documentation
1 c)	An appropriate word-processing/IT qualification or relevant knowledge and experience	1	Application Form/ Documentation
1 d)	Have a full UK driving licence	2	Application Form/ Documentation
2 Skills / Knowledge			
2 a)	Competent in the use of appropriate IT systems such as word-processing, spreadsheets, databases and email	1	Application Form/ Interview
2 b)	Able to develop, operate and manage systems for keeping clear and accurate records	1	Application Form/ Interview
2 c)	Able to present data in a clear and accurate manner	1	Application Form/ Interview/ Assessment
2 d)	Credible oral communication and interpersonal skills to liaise effectively with colleagues, students and external contacts in a professional manner	1	Application Form/ Interview/ Assessment
2 e)	Excellent organisational skills	1	Application Form/ Interview
2 f)	Effective report writing skills	2	Application Form/ Interview
2 g)	Able to lead on the development and implementation of small projects	1	Application Form/ Interview/ Assessment
3 Experience			
3 a)	Experience of dealing with people in a customer care situation	1	Application Form/ Interview
3 b)	Experience of using computerised record systems as a major administrative tool	1	Application Form/ Interview
3 c)	Experience of Academic Programme Administration	2	Application Form/ Interview
3 d)	Experience of setting and achieving deadlines for self	1	Application Form/ Interview
3 e)	Experience of working to imposed deadlines	1	Application Form/ Interview
3 f)	Experience of setting and monitoring deadlines for others	1	Application Form/ Interview
3 g)	Experience of working with external stakeholders, employers, and governing bodies	2	Application Form/ Interview
3 h)	Experience of contributing to and implementing system, process or procedural development	1	Application Form/ Interview
3 i)	Experience of delegating and monitoring the completion of tasks	1	Application Form/ Interview

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Criteria		(1/2)	Method of Assessment
4	Personal Qualities		
4 a)	Awareness of the requirements associated with operating within a customer service environment	1	Application Form/ Interview
4 b)	Able to work and contribute as a member of a team, whilst using own initiative as required	1	Application Form/ Interview
4 c)	Able to organise and prioritise tasks and workload for self and others through from initial stage to completion to meet	1	Application Form/ Interview
4 d)	Able to work without close supervision	1	Application Form/ Interview
4 e)	Able to work in a fast-paced environment and embrace change	1	Application Form/ Interview
4 f)	Able to take ownership of tasks and see them through to a timely completion	1	Application Form/ Interview
4 g)	Able to lead small groups/projects to achieve specific aims and objectives as agreed with the Line Manager	1	Application Form/ Interview/ Assessment
4 h)	Able to follow procedures and respond to instructions from a senior colleague	1	Application Form/ Interview
5	Other		
5 a)	Willing to undertake staff development, which may take place outside the University	1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Prevent Freedom of Information Act and the Bribery Act	1	Interview
5 c)	Awareness of the requirements of Health & Safety within the work environment	1	Interview
5 d)	Commitment to the University's policy on equal opportunities and diversity	1	Interview
5 e)	Available to work flexibly and remotely and travel as appropriate in order to meet the needs of the service.	1	Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required