

JOB DESCRIPTION
Outreach and Student Success Manager
UK Student Recruitment and Outreach
Recruitment, Admissions and International Development
Vacancy Ref: A2104

Job Title: Outreach and Student Success Manager	Present Grade: 7
Department/College: UK Student Recruitment and Outreach (UKSRO), Recruitment, Admissions and International Development (RAID)	
Directly responsible to: Assistant Head of UK Student Recruitment and Outreach (Outreach)	
Supervisory responsibility for: Outreach Officer, Student Success Officer, Outreach and Student Success Assistant	
Other contacts	
<p>Internal: Student recruitment and outreach teams, Marketing and Communications, UG/PG Admissions, International Office, Faculty Associate Deans and professional recruitment/marketing staff, Admissions Tutors, Programme Directors, Faculties and Departments, Student Based Services and all other professional services.</p> <p>External: 6th form students, school pupils, their teachers, parents and key influencers, UG enquirers and applicants, Alumni, suppliers and service providers, HE sector professional networks, OFFA and HEFCE.</p>	
Major Duties:	
<p>Working with our faculty of Arts and Social Sciences (FASS) and Lancaster University Management School (LUMS), devise and implement faculty specific operational plans that support the recruitment of well qualified students from a widening participation background to Lancaster and the retention and progression of current Lancaster students from a widening participation background to succeed in their current studies and beyond.</p>	
Principal Duties:	
<ul style="list-style-type: none"> • To contribute to the strategic development and operational delivery of the University's outreach and student success activities specific to their faculty and its departments. • Overall responsibility for the planning, delivery and evaluation of faculty and departmental outreach and student success events and activities. This may include; school and college events and teacher, parent and other stakeholder events, departmental workshops and peer mentoring. In addition, ensure that the schedule of outreach and student success events assists in maximising the generation and conversion of student applications to the University along with the retention and progression of WP students at the University. • To work with and as part of an integrated faculty team of professional service staff alongside existing operations and with relevant staff in the departments of their faculty. • To provide line management to the Outreach Officer, Student Success Officer and Outreach and Student Success Assistant. • Working with faculty management and relevant staff within departments, set objectives, targets and monitor performance using relevant University policies and procedures. • To be a subject matter expert on outreach and student success for their faculty and its departments and ensure a comprehensive understanding of competitor activity through targeted observations, professional networks and reports and of the changing widening participation landscape. • Support the Assistant Head of UK Recruitment and Outreach with the management of budgets relating to expenditure on Outreach and Student Success activity for their faculty, ensuring that resource is appropriately allocated and deployed within agreed levels. • To lead on the creation of bids for external and internal funding to support FASS and LUMS projects and initiatives. • To have lead responsibility, within their faculty Outreach and Student Success team, for liaison with 	

academic staff and faculty professional services staff regarding the management, development and delivery of outreach activities with WP students and activities with current Lancaster WP students to support retention and progression. This may include workshops and academic tasters, subject boot-camps and mentoring. .

- Manage, develop and champion the Faculty Outreach and Student Success team's partnerships with relevant third sector organisations and work alongside faculty and departmental staff with pre-existing relationships with third sector organisations. Ensure that strong, effective and productive working relationships are developed and maintained with relevant organisations.
- To collect, monitor and share data with respect to the performance of outreach and student success activities that are delivered, via the faculty outreach and student success team.
- To monitor and review relationships with external agencies and suppliers in relation to outreach and student success activities, ensuring the University secures value for resource.
- Deliver presentations, as required, at events (either on or off campus) to key target student groups and their influencers.
- Responsibility for ensuring all activities delivered by the Outreach and student success team are promoted and publicised as effectively as possible, in conjunction with the Marketing team, and where required produce and monitor the quality of all material that is to be used.
- Represent the faculty and its departments on working groups, project teams and committees, as required.
- To be a key member of the UKSRO team to assist the Head and Assistant Head of UKSRO. As well as key member of the faculty Outreach and Student Success to team, ensuring that the implementation of outreach and student success strategies result in successfully meeting widening participation targets for the University.
- Any other duties related to the post as determined by the Head of UK Student Recruitment and Outreach and the Widening Participation Coordinating Group.