JOB TITLE: ENGAGEMENT MANAGER (FIXED TERM)

REPORTS TO: DIRECTORS OF THE CAMBRIDGE CENTRE FOR SOCIAL INNOVATION

Background

The Cambridge Centre for Social Innovation (CCSI) at Cambridge Judge Business School, University of Cambridge, acts as a platform for research and engagement with social innovators, academia and policy in UK and across the world. Its primary focus is to understand, promote, and engage with social innovators and create and support social ventures and projects.

Social innovation is concerned with the development of creative and practical solutions to complex social problems. While many social innovators work in non-profit organisations, they are increasingly found in government and corporations. Indeed, the boundaries between the sectors have become increasingly indistinct, and much social innovation takes place at the intersection between them.

The Centre will therefore focus on leadership for social change, wherever it takes place. Leadership for social change involves a different kind of leadership, one that's less adversarial, one that seeks to have a positive impact on the kind of world that we live in, and one that blurs the boundaries between what's for-profit and what's non-profit.

The role

This role will enable the extension and continuation of the work and profile of the Cambridge Centre for Social Innovation. The role holder will lead and organise communications, fundraising and events associated with the Centre and also engage with stakeholders, fellows and donors. They will also deliver some teaching for the Master of Studies (MSt) in Social Innovation programme, that is run by the Centre.

The role holder will work closely with Centre Directors, the Director of Cambridge Social Ventures and the Head of Knowledge Transfer, towards dissemination and outreach connected to the Centre’s work. They will be expected to take proactive leadership of social media channels for the Centre, and internal Cambridge Judge Business School media, with responsibility for extending the reach of academic and non-academic outputs generated by the Centre and associated researchers. They will also oversee the production of digital content, in liaison with the Digital Learning Team at the Business School.

They will nurture connections with the programme’s alumni network, and foster relationships with the University’s own social innovation community, with research and practitioner fellows of the Centre and with external stakeholders such as practitioners, policy-makers and the broader research community.

The role holder will be expected to play a lead role in fundraising, liaising with CUDAR and Cambridge Judge Business School’s Fundraising team on donor development, and maintain relationships with existing donors. They will also work with the MSt Social Innovation Programme Coordinator and CCSI.
Business Development Manager to develop relations with innovation and development networks that could link to potential employers of graduates.

The role holder will work closely with the Centre Directors, Head of Knowledge Transfer and the School's Events team in the management of events (both internal and external conferences, seminars and courses), with responsibility for promotion and logistics, and management of temporary posts connected with delivery of events and teaching.

They will also be accountable for ensuring that all communication protocols comply with GDPR and that the Centre's engagement activities comply with any other relevant legislation and with the University Statutes & Ordinances.

The role holder is the first point of contact for non-course related enquiries. They are also the central point of contact between the Centre Directors and any other parties within the School, the University and the Colleges.

**Main responsibilities**

**External communication**

- Designing a communications strategy and plan in line with recruitment trends and needs, liaising with CCSI team and Directors.
- Implementing the plan in liaison with appropriate School staff.
- Carrying out competitor analysis, and comparing trends, nature and content of other research centres and their external communications.
- Updating social media channels.
- Liaising with co-authors of blog posts and other outputs.
- Overseeing production of digital content.
- Managing enquiries proactively, responding to initial enquiries and maintain relationships with stakeholders.
- Developing and implementing systems and processes for developing online content such as blog posts.
- Tracking online analytics to provide regular updates on traffic.
- Planning and delivering events, in collaboration with the Head of Knowledge Transfer, including academic and practitioner conferences and public engagement seminars.

**Internal communication**

- Updating and maintaining Cambridge Judge Business School website pages connected to the CCSI and its staff.
- Overseeing a University-wide network of social innovation researchers and practitioners.
- Ensuring the work of the Centre is communicated across the University.
- Developing relationships with Colleges.
- Developing connections with other research centres within the University.
• Keeping abreast of current developments throughout the University or other external bodies to inform any updates to online media.

**Networking**

• Supporting development activity with organisations and key clients who act as channels to potential fellows, funders or collaborators, build relationships with them.
• Organising visits for stakeholders, managing any specific arrangements such as accommodation and meeting rooms.
• Maintaining alumni relations and online platforms associated with alumni community of the MSt in Social Innovation.

**Data management**

• Following the GDPR guidelines, maintaining files and records of current stakeholders and mailing list recipients, and where appropriate archiving past lists.

**Fundraising**

• Developing relationships with corporate, public, NGOs, philanthropic and grant making foundations, in liaison with CUDAR and School/University fundraising teams.
• Working with the MSt Social Innovation Programme Coordinator on fundraising for scholarships for UK and international students from areas with significant poverty and disadvantage.

**Events management**

• Responsibility for the logistical management and promotion of dissemination and outreach events.
• Working closely with the Head of Knowledge Transfer to devise and manage a schedule of internal and external events.
• Liaising with the School's Events team in the coordination, planning and marketing of events.
• Receiving guest speakers and overseeing smooth delivery of events.
• Managing event logistics, including room bookings and catering working with CCSI Communications Coordinator & Administrative Assistant.

**Financial and budgetary responsibilities**

• Prioritising resource allocation within budgets.
• Issuing of official purchase orders for supplies and services.
• Authorising expenditure within budgetary constraints.
• Monitoring expenditure against budgets.
• Reporting to CCSI Directors regarding budgetary matters.
Teaching

- Responsibility for delivery of limited aspects of MSt and relevant aspects of other programmes.

Management responsibilities

- Line managing one administrative assistant, who will also report to Directors and Head of Knowledge Transfer.
- Recruit and supervise temporary staff as appropriate.

Data management

- Working supportively with the team on a reciprocal basis during times of pressure and work overload. This may include management and organisation of other major projects of CCSI.
- Sharing best practice with other research groups by being active within the School, including contribution to the Research Centres and Networks Summit and Research Strategy Review.
- From time to time the role holder may also be required to perform other duties based on grade of the post and current work commitments.

The person

The ideal candidate should have the following qualities, skills and attributes. You are asked to provide a CV and a covering letter demonstrating how your own experience meets these requirements:

- Educated to masters level or equivalent professional qualification.
- Experience in social innovation or related fields.
- Project/event management experience.
- Significant experience of communications, marketing and fundraising, ideally within the higher education sector.
- Experience of event management.
- Social media strategy.
- Excellent communication skills at all levels – written and verbal.
- Excellent organisational and administrative skills.
- Fully competent with Microsoft Office (Word, Excel, PowerPoint), email and the web.
- Cultural adaptability and sensitivity in working with international stakeholders.
- Excellent presentation skills for spoken and written communication.
- Ability to deal sensitively with difficult situations.
- Experience of working effectively as a team member.
Benefits

This is a full-time position. There will be a nine-month probationary period. Holiday entitlement is 28 days per annum plus eight days of public holidays. The salary will be in the range £30,395-£39,609 per annum.

The funds for this post are available for four years in the first instance.

The full incremental salary range for the position is advertised in order to demonstrate the progression for the Grade. In the majority of cases appointments will be made at the Grade minimum; only in very specific exceptional circumstances can a higher salary be offered.

The University of Cambridge comprises more than 150 departments, faculties, schools and other institutions, plus a central administration and 31 independent and autonomous Colleges. It is one of the world’s oldest and most successful Universities, with an outstanding reputation for academic achievement and research.

With excellent benefits, extensive learning opportunities and a stimulating and attractive environment, the University of Cambridge is a great place to work. Our employees are eligible for a wide range of competitive benefits and services. We give them access to numerous discounts on shopping, health care, financial services and public transport. We also offer final salary pensions and tax-efficient bicycle and car lease schemes.

We have two nurseries and a holiday play scheme to help support those with childcare responsibilities and we offer various types of family-friendly leave to aid employees' work-life balance. In addition we operate a number of initiatives to promote career development, health and well-being.

Further details can be found at www.admin.cam.ac.uk/offices/hr/staff/benefits. There is also a range of information about living and working in Cambridge at www.jobs.cam.ac.uk.

Application arrangements

To submit an application for this vacancy, please search for this position on the University’s Job Opportunities website at www.jobs.cam.ac.uk and click on the "Apply online" button at the bottom of the relevant job description. This will route you to the University's Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.

The closing date for applications is 23 September 2018.

Applicants are required to provide details of three referees. These will not be contacted unless he applicant is shortlisted.

Equality of opportunity at the University

The University of Cambridge is committed to a proactive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture and values diversity. Entry into employment with the University is determined by personal merit and by the application of criteria required for the post. No applicant for an appointment or member of staff will be treated less favourably than another on the grounds of sex (including gender reassignment), marital or parental status, race,
ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

The University has various diversity networks which help it to progress equality; these include the Women’s Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network. In addition, the University was ranked in the top 100 employers for lesbian, gay and bisexual (LGB) staff in Stonewall’s Workplace Equality Index 2011.

Information if you have a disability

The University welcomes applications from individuals with disabilities and is committed to ensuring fair treatment throughout the recruitment process. Adjustments will be made, wherever reasonable to do so, to enable applicants to compete to the best of their ability and, if successful, to assist them during their employment.

We encourage applicants to declare their disabilities in order that any special arrangements, particularly for the selection process, can be accommodated. Applicants or employees can declare a disability at any time.

Applicants wishing to discuss any special arrangements connected with their disability can, at any point in the recruitment process, contact, a member of Cambridge Judge Business School's HR team who are responsible for recruitment to this position, on (01223) 768497 or by email on hr@jbs.cam.ac.uk. Alternatively, applicants can contact the HR Business Manager responsible for the department they are applying to via hrenquiries@admin.cam.ac.uk.