



Outreach & Engagement Manager

£33,600

35 hours per week (full time, permanent)

Hallam Students' Union is looking for an enthusiastic and experienced manager to lead our Outreach & Engagement team.

What's the job?

As our Outreach and Engagement Manager you'll be essential in supporting the team to drive engagement with the Students' Union. The team work directly with our students, helping us to understand their needs; and helping them access the right services, activities or opportunities for them.

You will be responsible for the delivery of front-line student support and targeted engagement activities; with the team focused on handling all inbound enquiries, alongside outbound engagement, and retention campaigns. As the first point of contact for our community, you and your team will work to understand the students' explicit needs, before providing information or signposting the student to the services they need. Ensuring all interactions are appropriately recorded, you will ensure that we can report accurately on student needs and service usage.

This is a varied role working across the union where no two weeks will be the same. Whether out and about supporting with major events like 'welcome', providing operational support to students in the cost-of-living shop or answering students email enquiries – you will go wherever the students are to grow engagement, support their needs and showcase all the amazing things the union does.

Who you are:

Problem-solving will come naturally, and meeting and talking to students to understand their needs should be something you relish. With an affinity for customer service, sales and helping people, you will understand that no two students are the same and neither are their needs.

A skilled manager and highly experienced CRM user, you will have experience of setting targets, motivating your team to achieve them and then reporting on the outcome. With experience of running proactive outbound campaigns both in person or via digital comms, you will think critically and be able to use independent judgement to make decisions.

Why apply?

Apart from being paid for a job you will love, there are other benefits for joining us. We have a culturally diverse and progressive atmosphere; you will get generous paid holidays and flexible working patterns. We are professionals and take pride in the work that we do but we also do not take ourselves too seriously, so expect a casual dress code and work environment. You will also be eligible to apply for a TOTUM (NUS Extra) discount card, accessing a range of savings from leading retailers. Alongside that, we understand the value and importance of our staff continuously developing personally and professionally.

We're committed to equality of opportunity for all. We welcome applications from individuals regardless of their race, ethnicity, sexual orientation, religion, age, gender, or disability status. We want to support diverse and inclusive work environments and are actively looking for people who share our values.

If you would like any further information or an informal enquiry about the roles please contact Lee Porter, Director of Retention and Experience at Lee.Porter@shu.ac.uk

For further information and an application pack (please note we do not accept CVs without the supporting documents), please visit the Sheffield Hallam Students' Union website

<https://www.hallamstudentsunion.com/jobs-with-shusu/>.

Closing date for receipt of all applications is **5 May 2025**

Interviews are currently planned to be held on **21 May 2025**