

Role specification: Senior Policy and Research Officer



Role details

Job title: Senior Policy and Research Officer

Duration: Permanent

Salary details: £32,000 to £36,000, depending on experience

Hours of work: 37 hours per week, flexible working options available

Responsible to: Executive Director

Holiday entitlement: 32 days per year, not including bank holidays. This includes five days set leave between Christmas and New Year.

Employee benefits

Flexible working: We aim to ensure that all staff are able to maintain a healthy work / life balance through reasonable flexible working adjustments for staff.

Employee Assistance Programme: This programme provides health and advice on finance, health and wellbeing, nutrition and exercise, alongside phone support from qualified mental health professionals and life coaches. You can get discounts from major retailers as well.

Generous holiday leave and TOIL scheme: Holiday leave is 32 days per year. This includes five days set leave between Christmas and New Year. We also have a time off in lieu (TOIL) scheme for employees who may need to work agreed additional hours to be able to claim that time back another day.

AMOSSHE The Student Services Organisation is a not-for-profit professional membership association for Student Services in higher education, based near Euston in London. Our members support students in fulfilling their academic potential and making the most of university life. AMOSSHE informs and supports Student Services leaders by sharing good practice and enhancing professional development. To find out more about our current areas of focus please see our strategy here:

<https://www.amosshes.org.uk/resources/Documents/AMOSSHE-strategy-2019-2024.pdf>.

Duties

Main functions of the role:

- Engage with and support the membership on policy and research initiatives in line with AMOSSHE's strategic vision.
- Interpret and summarise policy and research in the higher education sector, and beyond the sector where relevant, for the benefit of our members in Student Services.
- Represent members on internal and external meetings where appropriate.
- Work closely with the Executive Director and Head of Engagement to conduct, analyse and deliver research.
- Analyse benchmarking and related surveys and reports.

Role description

Policy and representation:

- Work with the AMOSSHE Executive Committee, Executive Director and Head of Engagement on the development and review of policy – both organisational and sector-wide for the benefit of the membership.
- Lead on working with the Executive Committee in responding to sector consultations.
- Provide policy updates to the AMOSSHE Executive Committee, Executive Director and Head of Engagement on a variety of areas related to Student Services.
- Assist in the preparation of written reports, presentations and information for internal and external stakeholders.
- Represent AMOSSHE on internal and external groups and meetings where appropriate.
- Build policy contacts with relevant sector organisations to enable sharing of sector knowledge and skills.

Interpreting data and research:

- Undertake sector research, analyse data and report on findings, contextualise these in relation to the higher education policy landscape, and suggest recommendations for the benefit of our members.
- Interpret and present the findings of research and data to members in a manner that enables them to understand the key elements that impact them and the role of Student Services within higher education.
- Use data expertise to constantly improve existing reporting and analysis and to explore and develop new areas of business intelligence.

National conference and professional development programme:

- Work with the Head of Engagement in developing research and data to support our professional development events programme, usually through engagement with our membership and relevant external partners.
- Actively represent AMOSSHE at professional development events where appropriate alongside other National Office colleagues.

General:

- Active contribution to a professional team.
- Maintain motivation while working with minimal supervision, and demonstrate independence.
- Represent the organisation; act as 'face' and 'knowledge' of the team.

- Any other duties on behalf of AMOSSHE as may reasonably be required, such as attending events, helping out other team members.

Further details

AMOSSHE has a legal responsibility to ensure that prospective employees have the right to work in the UK before they commence employment. You can find more information at:

<https://www.gov.uk/browse/visas-immigration/work-visas>.

For European Economic Area (EEA) and Swiss nationals who want to work in the UK, you can find further information here: <https://www.gov.uk/browse/visas-immigration/eu-eea-swiss>.

Person specification

All the below criteria are seen as extremely important to the role. AMOSSHE will be testing against these criteria as part of the application process or the interview. Please make note of these when applying for the role.

Education/qualifications and training
1. Degree or equivalent qualifications or experience.
Knowledge/skills
2. Excellent administration and organisational skills.
3. Excellent numeracy and accuracy skills.
4. Excellent communication skills, written and verbal.
5. Ability to prioritise tasks.
6. Good interpersonal skills, including tact and diplomacy.
7. Understanding of UK higher education policy and institutional structures.
Experience
8. Experience of working in a higher education or membership environment.
9. Use of MS Office applications and bespoke software with training.
10. Experience of reviewing and analysing qualitative and quantitative data from a variety of sources, with the ability to present results in the most effective formats to inform policy decision-making and strategic planning.
11. Experience of undertaking primary research and surveys.
12. Experience of presenting to mixed audiences including senior administrators and managers.
13. Evidence of writing for publication and writing business papers and research reports.
14. Demonstrable experience of writing high quality policy documents.
Personal characteristics / other requirements
15. Excellent interpersonal skills; able to liaise effectively with all levels of staff.
16. Professional demeanour.
17. Ability to handle a varied workload with conflicting demands.
18. Ability to work with minimal supervision, and often alone.
19. Ability to contribute and maximise being in a geographically dispersed team.
20. Innovative 'can do' approach and delivery.
21. Ability to produce work on time and to tight deadlines where required
22. Flexibility to meet changing situations and workloads.
23. Ability to use common sense and humour appropriately.
24. Committed to the student experience and supporting the development of professional services within higher education.