

Job Description

Job title:	Engagement Officer
Department:	External Relations
Responsible to:	External Relations and Communications Manager
Location:	London (UK) - hybrid working
Salary:	£32,500 gross per annum
Working pattern:	Full time, 38.5 hours per week
Duration of contract:	Permanent

Job purpose:

The Engagement Officer plays a key role in supporting the delivery of UWC International's global engagement objectives, working closely with the External Relations and Communications Manager, Head of External Relations and UWC colleagues worldwide. The role manages and administers a portfolio of engagement initiatives, platforms, and events that connect and strengthen relationships across the UWC community, including alumni, students, parents, staff, volunteers, partners, and supporters.

Acting as a key point of contact for UWC's engagement portal, the Engagement Officer ensures effective stakeholder communication, data management, and community-building activities. By combining project coordination, data management, smooth operational processes, content delivery, and stakeholder engagement, the role helps to foster a vibrant, connected, and active global community in line with UWC International's 2030 strategy.

Key responsibilities:

Engagement

- Support the creation of engagement and communications plans to target different, but often intersecting audiences across our wider community;
 - Alumni (individuals + those affiliated with existing networks)
 - Students
 - Parents (past/ present)
 - Staff (IO, school - past/ present)
 - Volunteers/NCs
 - Educational, funding and service delivery partners
- Support the development and manage a portfolio of engagement 'products' that will provide both individual and community outreach opportunities, with content-driven events across global locations to connect with a range of audiences and stakeholders. These include:

- UWC Day
 - UWC Pledge
 - UWCx
 - Development of UWC city hubs
- Manage the UWC engagement platform, acting as administrator, project support, and community coordinator for the UWC Hub, acting as the key point of contact for all UWC constituents. Help to generate content to increase engagement and support the Head of External Relations in the sourcing and implementation of the new platform.
- Develop effective alumni data management by supporting the implementation of the new UWC CRM in order to manage alumni communications and their ongoing management.

Communications and events

- Support the external relations team with thought leadership activities, with a particular focus on identifying and connecting alumni with the programme to share its impact.
- Coordinate the organisation and logistics of the Global Communications Group calls and Global Engagement calls, including scheduling, agenda preparation, and follow-ups.
- Organise engagement events for alumni and other community stakeholders. These include UWC International-led Impact Forums.

Young Aurora Award

- Support the administration and running of the Young Aurora Award, coordinating logistics, communications, record keeping and timelines.
- Act as the first point of contact for award-related enquiries from applicants, nominators, and internal stakeholders.

The above is not an exhaustive list. The job holder will perform other duties as assigned by their line manager.

This job description may not necessarily be a comprehensive description of the post. It may be reviewed and subject to modification or amendment at any time after consultation with the post holder.

Person Specification

	Essential criteria	How it will be assessed*
Experience	• Experience of working with volunteers in complex organisational settings similar to UWC. • Experience in setting up initiatives, programmes and events that effectively engage diverse groups of people. • Demonstrates experience of working with international organisational structures, across a diverse range of stakeholders and different cultural contexts • Experience of working in an international charity, across numerous locations (Desirable)	A, I
Skills & knowledge	• Proficient in managing stakeholder communications, including responding to basic media inquiries and engaging with partners. • Good understanding of media relations, both on and offline. Good understanding of internal communications channels and resources. • Ability to track project progress and manage deadlines effectively. • Familiarity with project management. • Strong interpersonal and communication skills, cross-cultural sensitivity and a high level of comfort operating in an international and multicultural environment. • Able to design and facilitate presentations and workshops, presenting in front of large groups in person and online. • Proven ability to work creatively and to innovate.	A, I, UT
Qualifications	• Undergraduate degree in a relevant field or equivalent	A
Core Competencies	• Ability to make reasoned and logical decisions with limited supervision or advice, applying prior experience, even when under pressure. • Is resilient when faced with obstacles. Treats others with respect and inclusivity, speaks up when these are not demonstrated. • Successfully builds straightforward relationships with stakeholders and can do so with reasonable autonomy. • Can recognise if there is a potential risk to the stakeholder or the relationship and escalates if necessary. Is accurate and prompt when responding to stakeholders, responding to questions clearly and logically. • Ability to prepare and present information in an engaging, ambiguity-free manner (both written and verbal). Communicates effectively across different teams within the organisation. • Recognises problems and evaluates available solutions within standard guidelines. Suggests improvements to processes and procedures to enhance efficiency. Gather relevant information to assist in decision-making. Escalates more complex issues with clear	A, I, UT

	explanations of the problem and potential options. Demonstrates initiative in resolving minor issues independently.	
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***A** = Application - **I** = Interview - **UT** = Unseen task - **P** = Presentation - **AC** = Assessment Centre

Safeguarding children and adults

UWC International holds strict children, young adults and adults safeguarding principles and has a zero-tolerance policy for conducts of sexual harassment, exploitation and abuse in the workplace and other places where the organisation's activities are rendered. In the process of recruitment, selection and appointment, UWC International conducts a range of procedures and actions including Criminal Background Checks / Certificate of good conduct to ensure children, young adults and adults are safeguarded and abuse is prevented.

We expect all applicants and staff to share this commitment and to undergo appropriate checks, including a Basic Disclosure and Barring Service (DBS) or international equivalent check.

Staff will take an active role in ensuring that we are meeting our safeguarding obligations through attending regular training and following the principles learned at all times.