
YEOVIL COLLEGE – JOB DESCRIPTION

Job Title:	Institutional Outreach Officer
Department:	Higher Education
Responsible to:	HE Access and Success Coordinator
Hours:	37 hours per week, all year round
Salary:	£27,594 [YC7.1]
Date of Issue:	September 2026

1. Job Purpose

Yeovil College are a partner in the Next Steps South West (NSSW) collaboration whose target is to increase the number of young people engaging with and progressing to Higher Education. Next Steps South West is part of the national UniConnect programme, funded by the Office for Students.

The successful candidate will have the opportunity to deliver impartial outreach activities to engage young people, working with a variety of stakeholders including NSSW to support the coordination and administration of outreach projects. The successful candidate will see activities through from design, delivery, and impact monitoring.

Under the direction of the Head of Higher Education and Adult Learning and the HE Access and Success Coordinator, alongside the Next Steps South West (NSSW) County Team Leader, the role holder contributes to the delivery of a customer-focused, cost-effective and efficient collaborative outreach service. As a member of the extended NSSW team, the role holder will be responsible for working within the partner institution to maximise institutional contribution into the programme and ensure collaboration across the consortium.

The NSSW outreach project, funded by the Office for Students (OfS), aims to increase the progression of students from disadvantaged backgrounds into Higher Education across Devon, Cornwall and some areas of Somerset, through collaboration between partner institutions and external organisations.

In collaboration with a range of internal and external stakeholders in Devon, Cornwall and Somerset, the role holder works with potential students and those who influence them in making a well-informed choice of university and programme, through delivery of events, activities and new initiatives.

Key Roles & Accountabilities

- Maintaining an accurate, high quality and up-to-date knowledge of key HE progression information including but not limited to UCAS timelines, student finance, HE entry criteria, university admissions processes and support available to learners in HE progression.
- Contributes to the delivery of an effective and flexible outreach service, offering support, training and guidance as appropriate, taking strategic direction from the central NSSW team and other appropriate stakeholders and partners.
- Organises and delivers impartial outreach through a range of mediums, including NSSW core activities.
- Works internally with the HE Access and Success Coordinator and the Institutional Lead for NSSW and across partner institutions to contribute to the design and delivery of collaborative outreach and HE progression projects.
- Engages with and shares best practice with internal colleagues and counterparts in other NSSW partner institutions.
- Liaises both internally with the YC Marketing team and the central NSSW team for guidance on marketing communications, financial reporting and evaluation to process and issue information, correspondence and documentation in line with the NSSW service.
- Contributes to the development and delivery of a variety of Higher Education outreach materials that meet required objective and targeting requirements.
- Contributes institution-specific information for the NSSW website.
- Sources institutional Student Ambassadors for NSSW.
- Liaises with and supports NSSW contacts in schools/colleges.
- Attends school and college events as appropriate to promote HE progression.
- Is fully conversant with the College's administrative and operating processes to enable autonomous working.
- Organises meetings, visits and events, coordinating calendars, paperwork, facilities and associated arrangements so that activities run smoothly.
- Works to increase attendance of learners at institutional events such as Open Days.
- Prioritises and makes task-related decisions within designated activities.
- Attends termly and other NSSW training.
- Ensures all activities undertaken are in compliance with the institution's Safety Policy
- Acts in a way that demonstrates the institution's commitment to Equality and Diversity for staff, students and partners.
- Support students in accessing Higher Education outreach activities and events, including NSSW events and activities, coordinating with senior staff and other colleagues.
- Monitor students' attendance in Higher Education outreach events and activities, in and outside of school.
- Help to raise students' aspirations through engagement, motivation and regular contact with them.
- Support the learning of students and small groups as appropriate for Next Steps SW activities, including motivating students to participate, preparing them for the activity and debriefing them afterwards.
- Organise transport for students to attend events at universities and colleges, where appropriate.
- Be aware of, and comply with, policies and procedures relating to child protection, health, safety and security and confidentiality, reporting all concerns to an appropriate person.
- Be aware of, and support, difference, ensuring all students have equal access to opportunities to learn and develop.
- Assist in the identification of priority learners to engage in outreach activity.

- Be a Next Steps SW point of contact for staff and students, maintaining up to date knowledge of the aims and goals of the Next Steps SW programme.
 - Keep senior staff informed of current and upcoming outreach and HE progression activities and help to plan for them in the school timetable.
 - Attend relevant meetings as required.
 - Manage records, information and data, reporting to staff on the progress and evaluation of students that take part in a variety of Higher Education outreach activities.
 - Liaise with parents to explain and promote Next Steps SW and encourage their support.
 - Report and feedback to the HE Access and Success Coordinator.
 - Disseminate information about events in local colleges and universities relevant for students.
 - Undertake relevant training as appropriate to the post.
 - Liaise with Next Steps staff and external providers establishing constructive relationships and communication to support the achievement and progress of pupils in Next Steps SW activities.
 - Liaise with Next Steps SW Evaluation officers in capturing evidence and data to demonstrate examples of success and good practice.
 - Receive and distribute Next Steps SW communications as appropriate.
 - Be an effective role model for the standards of behaviour expected of students and staff.
 - Be responsible for promoting and safeguarding the welfare of young people s/he comes into contact with.
- **Measures of Success:**
- Successful delivery of key priorities and objectives agreed as part of the institution's Performance Development Review
 - Stakeholder satisfaction
 - Responding to enquiries accurately and within defined response times
 - Meeting the defined outcomes for individual projects and meeting the overall requirements of the Office for Students
- **Knowledge, Education & Training:**
- Numeracy and literacy at secondary education level (or equivalent demonstrable experience)
 - Educational attainment at further education level (or demonstrable equivalent experience)
 - Good working knowledge/training of Microsoft Word/Excel/Outlook/PowerPoint and databases
- **Experience:**
- Working with the target age group or in Outreach/Student Recruitment
 - Working within a school or higher education or further education environment
 - Office administration
 - Planning and organising events/activities/projects
 - Working as part of a team
- **Skills:**
- Effective verbal and written communication skills including presentational skills
 - Continuous emphasis on internal and external customer satisfaction
 - Data reporting
 - Ability to monitor and report on project budgets
 - Ability to work effectively as part of a team
 - Ability to build relationships with a diverse range of stakeholders
 - Event/project management
 - Commitment to widening participation

Special Conditions:

- There will be a requirement to work weekends and evenings when specified which includes supporting events and activities
- There will be a requirement to travel and work away from campus
- There is a requirement to attend meetings and events at locations not easily accessible using public transport
- Clearance from the Disclosure and Barring Service will be required for this position

2. Other Duties

The Post Holder may be required to perform duties other than those given in the Job Description for the post. The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not of themselves justify the re-evaluation of a post. In cases, however, where a permanent and substantial change in the duties and responsibilities of a post occurs, consistent with a higher level of responsibility, then the post will be eligible for re-evaluation.

To participate in the College appraisal system and take responsibility for your own personal development.

3. Health and Safety

The post holder will agree, as part of the contract of employment, to comply with their duties under the Health and Safety at Work Act 1974, and any Health and Safety Regulations issued under the Act, and to cooperate with the College to enable it to carry out its health and safety duties under the Act. Failure to comply with health and safety duties, regulations, work rules and procedures regarding health and safety, may lead to disciplinary act.

4. Equal Opportunities

The College is committed to a policy of equal opportunities and all staff are encouraged to play their part in implementing the following College statement:

Yeovil College is an equal opportunities employer. The aim of our policy is to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality, ethnic or national origins, sex or marital status, disability, age, responsibility for dependants, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable. The College is committed to preventing discrimination against lesbians and gay men. Selection criteria and procedures will be frequently reviewed to ensure that individuals are selected, promoted, and treated on the basis of their relevant merits and abilities. All employees will be given equal opportunity and, where appropriate, special training, to progress within the organisation. The College is committed to a programme of action to make this policy fully effective and actively advances Equality of Opportunity.

5. Safeguarding

Yeovil College is committed to prioritising and promoting safeguarding and protecting all children, young people and vulnerable adults from harm whatever, their age, gender, ethnicity, disability, language, faith and or sexual orientation. The term 'safeguarding children and young people' embraces both child protection and a preventative approach to keeping young people safe. 'Safeguarding' therefore encompasses learner health and safety, bullying, meeting the medical needs of those with medical conditions, providing first aid, security,

support / safeguarding from drugs and substance abuse etc. This policy is applicable to all learners, staff, volunteers and visitors to Yeovil College as well as children who are in the care of learners whilst on placements and/or employees of Yeovil College and safeguarding is everyone's responsibility.

Yeovil College – Person Specification
Post: Institutional Outreach Officer

	Essential	Desirable
Previous Experience	• Experience working alongside a range of different people from a variety of backgrounds Working with the target age group or in Outreach/Student • Recruitment • Working within a school Higher education or further education environment • Office administration	• Experience of working in a customer service setting • Experience of working in an information-giving capacity • Experience of working in educational outreach • Events or Project • Management experience
Education and Qualifications	• Numeracy and literacy at secondary education level (or equivalent demonstrable experience) • Educational attainment at further education level (or demonstrable equivalent experience) • Good working knowledge/training of Microsoft Word/Excel/Outlook/PowerPoint and databases	• Relevant degree
Special Skills/Aptitudes	• Excellent verbal communication skills • Excellent customer service skills • Strong interpersonal skills • Ability to work as part of a team • Ability to be flexible and adaptable • Can use own initiative to problem solve • Influencing skills	• IT literate • Confident speaking in front of audiences • Can lead large groups

Personal Attributes	• Helpful • Responsible • Reliable • Organised • Well presented • Motivated • Approachable • Encouraging	• Creative Thinker • Innovative and • Enterprising
Ability to demonstrate the College values	• Aspirational – High ambition, expectation, and effort. • Collaborative – In it together. • Exceptional –Innovative and enterprising. • Team YC – Doing amazing things.	

Where aspects of the person specification are shown as 'desirable' it is understood that the knowledge, skills or experience required could be achieved through relevant training which the College is committed to provide. In decisions on selection, however, preference will be given to those candidates who can already demonstrate competence in areas specified.

In addition to the candidates' ability to perform the duties of the post, the selection process will also explore issues relating to safeguarding and promoting the welfare of children and vulnerable adults. The candidates will also be tested with regards their openness to diversity.

Employment Checks

The appointment is subject to Yeovil College obtaining medical, Disclosure and Barring Services clearances, evidence to show you are legally entitled to work in the UK (under the Immigration, Asylum and Nationality Act 2006) and employment references satisfactory to us and evidence of relevant qualifications to the post.

Please note that if the above clearances and references are not consistent with the information provided by you then your offer of employment may be withdrawn.

Please be aware that this post requires an Enhanced DBS check based on the specific duties of the position.

The Police Act 1997 provides a statutory basis for certain criminal record checks to be used by establishments, to safeguard children and vulnerable adults to provide information on anyone seeking to engage in activities with children and young people which are exceptions to the

Rehabilitation of Offenders Act 1974. Working at the College could involve substantial access to young people or vulnerable adults and is therefore exempt from the Rehabilitation of Offenders Act 1974. **You must therefore disclose any cautions, convictions or pending prosecutions you may have, even if they would otherwise be regarded as 'spent' under this Act.**

A conviction will not necessarily be a bar to employment at Yeovil College. Ask a member of HR for our 'statement on the recruitment of ex offenders'.

In performing our registered body duties, the College follows the Disclosure and Barring Service code of practice, and our Disclosure & Barring Service Handling Policy. Both these documents

are available upon request from the HR team. The DBS Code of Practice can also be found here:
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/474742/Code_of_Practice_for_Disclosure_and_Barring_Service_Nov_15.pdf