

Insights & Engagement Manager (fixed- term contract):

Recruitment pack

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A message from our CEO, Vivienne Stern

Universities UK (UUK) is the collective voice of universities in England, Scotland, Wales and Northern Ireland. We bring them together to pursue a common cause: thriving universities, serving society.

My journey at UUK started as a Parliamentary Officer and I have progressed through the organisation from there, with the opportunity to work across a range of different teams, up to becoming CEO. This is testament to the fact that at UUK we support our people to succeed, helping us achieve our ambitious goals as an organisation as a result.

At UUK we believe that supporting our people to succeed involves prioritising wellbeing at work and being an inclusive employer. We employ a total of just under 160 staff across the UUK Group. In our 2023 staff survey, I am proud that we scored higher than similar organisations for caring about our employees and treating them with fairness and respect, and that 86 per cent felt proud to work for UUK.

I am continually inspired by the passion and talent of the team at UUK. If you care about higher education, its ability to transform people's lives and its impact on wider society, then, in my opinion, there is no better place to do it than here.

Who are we?

At Universities UK, we harness the power of the UK's universities and create the conditions for them to thrive. We are the collective voice of 141 universities, bringing them together to pursue a common cause: thriving universities, serving society.

This mission forms the core of our [strategic plan](#) which runs to 2030 and sets out our ambitions for the sector. Our influence, convening power, and insight will enable our universities to:

- transform the lives of more people from the UK and around the world through high-quality education.
- drive greater growth and prosperity through the knowledge and skills they generate, creating places that allow communities to flourish.
- be globally competitive centres of research, at the forefront of making ground-breaking discoveries with the power to change our world.

To help them achieve this we will:

- secure sustainable funding that enables our universities to serve society better.
- build trust and confidence that our universities are a national asset to be proud of and are acting in the best interests of society.



Role description

Post title: Insights & Engagement Manager (FTC to 31 December 2025)

Responsible to: Head of Communications and Campaigns

Salary: £42,882 – £48,946 (dependant on experience)

Location: London

The team: Universities UK International

Job summary: Universities UK International (UUKi) represents the interests of all UK higher education institutions internationally and promotes UK higher education overseas. Due to a staff member's external secondment, a fixed term opportunity has arisen for someone with both excellent stakeholder engagement and analytical skills, to manage UUKi's engagement with its Pro-Vice-Chancellor International (PVCi) Network; lead on the coordination of our programme of insight work; and coordinate and manage UUKi's capacity-building activities.

You will be highly organised, a good communicator and team player, with strong analytical skills. You will have project management experience and understand the higher education policy environment. You should have a demonstrable interest in international and/or higher education policy, be a good team player and be able to work well under pressure in a fast-paced environment.

Main responsibilities:

Leading on the PVC network and other member engagement activity

- Manage UUKi's structured engagement with Pro-Vice-Chancellors International and other institutional staff in member institutions with strategic responsibility for internationalisation, including delivering one in-person meeting and at least one other online meeting.
- Manage and act as Secretariat for UUKi's PVCi Network, through the provision of regular mailers and engagement opportunities.
- Support the Deputy Director, Partnerships & External Affairs on the agenda development of UUKi's annual residential PVCi Forum.
- Act as secretariat for UUKi Funders & Managers Group.
- Prepare briefing papers on relevant topics for senior staff when requested.
- Provide blogs and other written communications as requested to support and highlight activity.
- Ensure accuracy of the PVC network list and pro-actively reach to relevant members.
- Lead the planning, delivery, and analysis of the annual stakeholder survey.

Coordinate UUKi's insight and analysis portfolio

- Work with UUKi colleagues to ensure all planned publications and reports for 2025-2026 are successfully project managed and remain on time and on budget.
- Support UUKi colleagues with the planning of any other publications which may be scoped out during 2025-2026.
- Work with Data Insight and Support Officer to review key reports and publications and provide quality assurance for policy output.
- Engage with British Council and other sector bodies to understand upcoming insights and flag potential collaboration opportunities.

Lead on capacity-building activities

- Lead on the development and delivery of a small number of capacity-building or resilience programmes of work that support member priorities and concerns, including developing a second peer learning opportunity for members, and in particular working with the Responsible Internationalisation team in scoping any additional required support.
- Support the Deputy Director, Partnerships & External Affairs on UUKi1s humanitarian – focused work.
- Operate a `horizon-scanning` approach to identify any likely future threats or challenges that might impact on member`s abilities to effectively deliver their international ambitions and work with UUKi colleagues to ensure an appropriate response.

Management

- Line manage the Data Insight & Support Officer

The postholder should undertake other duties that may be required from time to time by the Head of Communications & Campaigns, and the Deputy Director, Partnerships & External Affairs, related to the responsibilities listed above.

This job description will be reviewed and amended in the light of changing professional demands. A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in post.

Compliance and governance

- to take responsibility for own health and safety in line with UUK H&S policy and current legislation and undertake such responsibilities as they relate to any employees, volunteers or contractors for which the post is responsible.
- to ensure compliance with UUK's internal procedures and all external legal requirements.

Personal effectiveness

- to take responsibility as far as is practical for own personal development to ensure that personal knowledge and skills are updated to ensure effectiveness in meeting work objectives.

General

- to show respect to colleagues, external partners and stakeholders, and to understand and adhere to UUK's Equal Opportunity policy, UUK Staff Standards of Conduct, and UUK's organisational capabilities.
- to work collegially, and to support all the teams which the post has contact with, in achieving the organisation's objectives.
- any other duties commensurate with the grade and level of responsibility of this post, for which the post holder has the necessary experience and/or training.
- This job description will be reviewed and amended in the light of changing professional demands. A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in post.

Last reviewed: *07 February 2025*

Person specification

Essential skills:

Essential skills	Assessment
<p>Qualifications</p> <p>A degree or equivalent level qualification</p>	CV
<p>Work experience</p> <p>Demonstrable experience of programme or project management or of developing or coordinating programmes of work</p>	Cover letter & Interview
<p>Knowledge</p> <p>An understanding of key policy areas relating to international higher education</p>	Cover letter & Interview
<p>Skills</p> <p>Excellent written and oral skills, including the ability to write copy for different audiences</p> <p>Demonstrable experience of working across multiple projects to prioritise activity and to meet deadlines</p>	<p>Cover letter & Interview</p> <p>Cover letter & Interview</p>
<p>Competencies</p> <p>An ability to work calmly under pressure and to respond flexibly in response to changing priorities</p> <p>Ability to build and maintain stakeholder relationships at all levels including funders, senior management at</p>	<p>Cover letter & Interview</p> <p>Cover letter & Interview</p>

universities, sector agencies and government.	
Other	
This post will require occasional travel, including overnight stays	Interview
Demonstratable experience of embedding inclusivity into your work.	Cover letter

Desirable skills:

Desirable skills	Assessed by
Work experience	
Experience as a line manager/supervisor or of managing individuals or small teams to successfully deliver projects of work	Cover letter & Interview
Knowledge	
Knowledge of the higher education funding and policy environment in the UK	Cover letter & Interview

Working at UUK: Benefits

If you care about higher education, its ability to transform people's lives and impact wider society, joining our team is a great opportunity.

Universities play a huge part in our everyday lives, and we want to help them make even more of a difference. We bring together leaders of UK universities to discuss higher education issues and represent and campaign on their behalf to the government, business, the media and beyond.

People drive our success, and we value everyone's work.

Universities UK operates a hybrid working framework involving the opportunity to work from home and in the office. There will be a small number of roles where employees will be required to work from an office, but typically the majority of employees will be able to work remotely on average 60% of their working week. All employees are welcome to use their contractual office for their whole working week if that is their preference.

"I joined Universities UK three months after leaving university, and I immediately felt so welcomed and supported. I've been given opportunities to develop new skills, get involved in such a variety of interesting projects and work with colleagues across the organisation. It's a really friendly place to work and I feel trusted and valued to put my own views and ideas into practice."

Sofia Henderson, Senior Content Producer

TO FIND OUT MORE ABOUT STAFF BENEFITS AND WELLBEING, VISIT OUR [WORKING AT UUK PAGE](#)

Staff benefits

Leave



- 27 days annual leave rising to 30 days after 3 years' service and 32 days after 5 years' service plus bank holidays.
- 4 closure days between Christmas and New year.
- 2 days paid leave each year for volunteering activities

Well being



- Access to 24 hour 7 day a week Employee Assistant Programme which extends access to close family.
- Virtual Medical Care – 24 hour access to GP consultations.
- Mental Health First Aiders.
- Staff network groups.

Financial wellbeing



- Interest free season ticket loans after 6 months.
- Staff benefit fund loan scheme
- 'learn for you' – claim £75 each year tax free towards hobbies and activities outside of work.
- Funding support for continuing development, up to 2/3 of course costs paid with the remaining funded through an interest free loan recovered through monthly pay.
- Generous pension scheme (USS or SAUL depending on role).
- Salary sacrifice Cyclescheme.
- Salary progression plans.
- a £45 contribution every two years towards eye tests and the purchase of glasses where required.

Home working



- Hybrid Working policy – 40% of time averaged over a month to be spent in the office or meeting face to face with stakeholders, allowing 60% of time to be worked from home.
- Support for homeworking set up.

External schemes



- Charity worker discounts.
- Apple hardware discount scheme.
- Access to Able Futures for mental wellbeing support.

Our office facilities



- Tea/coffee/milk provided for refreshments.
- Kitchens available in all offices with access to fridges and microwaves.
- Shower facilities available (London and Cardiff).
- Cycle storage facilities.



Equality, diversity and inclusion

We want every member of staff to feel that they belong, can be themselves and that their opinion counts.

We can only reach our ambitious goals with multi-skilled, multi-experienced teams. Different perspectives make our work better.

What unites us is a passion for higher education and the enthusiasm to spread the message about the positive impacts UK universities have on our society.

We are committed to the equal treatment of all current and prospective employees and do not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership. We aspire to have a diverse and inclusive workplace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join UUK.

An equal, inclusive and diverse place to work

Equality, diversity and inclusion help create new ideas and approaches to teaching, learning and research. With that in mind, we're building a culture where difference is valued. We're constantly evolving the programmes and tools that help all employees grow and manage rewarding careers.

TO FIND OUT MORE ABOUT EQUALITY, DIVERSITY AND INCLUSION AT UNIVERSITIES UK, READ OUR [INCLUSION AND DIVERSITY ACTION PLAN](#)

Staff engagement and wellbeing at work

Staff engagement

In our 2023 staff survey, we scored higher than similar organisations for caring about our employees and treating them with fairness and respect, and that 86 per cent felt proud to work for UUK.

Wellbeing at work

We care about the mental health and wellbeing of all our staff. Having open and honest conversations about mental health is important to us. Our commitment to staff wellbeing includes:

- Training some members of staff to become mental health first aiders so they are there for colleagues who need support and advice.
- Raising awareness by recognising Mental Health Awareness Week with external speakers, opportunities to come together and talk and take part in activities
- Training for managers and all staff on mental health awareness
- Employee Assistance support helpline.



Universities UK is the collective voice of 141 universities in England, Scotland, Wales and Northern Ireland.

Our mission is to create the conditions for

UK universities to be the best in the world; maximising their positive impact locally, nationally and globally.

Universities UK acts on behalf of universities, represented by their heads of institution



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