



Outreach and Insight Coordinator

Candidate pack | September 2026



Welcome!



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Independent Adjudicator



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About the OIA

The vision of the OIA

The OIA's vision is simple but powerful: higher education students are always treated fairly. We pursue this through resolving individual complaints, sharing learning from those complaints to improve policies and practices, and working with providers, sector bodies, and governments to ensure a higher education system that is just and accountable.

How the scheme operates

The OIA runs the independent student complaints scheme for higher education in England and Wales. When a student has gone through their university or college's internal complaints or appeals process and remains dissatisfied, they can bring their case to us. We review the complaint impartially, considering the evidence from both the student and the provider, and decide whether the provider acted fairly and followed its own procedures. Our approach is independent, impartial, and proportionate: we do not re-hear the case, but we look carefully at whether the provider applied fair processes and reached a reasonable outcome. Where we find that things have gone wrong, we can make recommendations to put things right for the individual student, and we share learning more widely to help improve practice across the sector.

Our history and organisational structure

We were established in the early 2000s, when we were designated under the Higher Education Act to run the independent student complaints scheme in England and Wales.

Today, we are a charity and company limited by guarantee, governed by an independent Board, with oversight, clear governance arrangements, and strategies that reflect the changing landscape of higher education.



The atrium space at our modern shared offices next to Reading station.

Our values

Our values inform everything we do. We recruit people who share our values and are committed to our vision, and we reflect our values in our work.



Integrity and independence

We act impartially, fairly, and on merit.



Service ethos

Treating everyone with respect, sensitivity and responsiveness.



Quality

We aim for timely, proportionate, and fair handling of complaints, with continuous learning and improvement.



Engagement

We engage with students, providers, and stakeholders to share knowledge and improve the sector.



Openness and accessibility

We are transparent and accessible in our communications and actions.



Equality and diversity

Both a commitment in our work with the sector and as an employer. Kindness and human-centred approaches are increasingly part of how we do things.

Culture, benefits and employee experience

Work environment and culture

As a charity, our purpose goes beyond profit, we are driven by values of fairness, independence, and service to the public good. This ethos shapes our work environment and culture: collaborative, respectful, and mission-focused. We are a supportive community where colleagues are trusted to deliver, encouraged to share ideas, and recognised for their contributions.

Our charitable status reinforces a culture of accountability and integrity, and gives staff the satisfaction of knowing that their work directly benefits students and strengthens confidence in higher education.

We are based in Reading and operate on the basis that hybrid working offers many benefits. We believe that colleagues collaborate well in person, as well as being able to manage their time through remote or home working.



The break out areas and kitchen space in the OIA office.



“Friendly, supportive team environment where views are valued and people are trusted.”

“Flexible working arrangements and a hybrid model to suit varying roles and personal circumstances.”

“Each day is different: case-handling brings new challenges; we also review processes and seek to improve how we serve students.”

Working at the OIA

- Central Reading location with good transport links.
- Modern facilities and commitment to wellbeing.
- Career opportunities and growth paths.
- Work with people who specialise in case-handling, outreach, HR, IT, operations and more.
- Opportunities for progression through specialism or leadership tracks as the organisation grows and develops.
- Mentoring and training are emphasised.



Learning and development

- Structured learning programmes and mentoring to help you build both technical and soft skills.
- Regular feedback and performance reviews to guide career development.
- Access to external training, conferences, and sector events to stay up-to-date with sector trends and best practice.



Diversity and inclusion

- We strive for a workforce that reflects the diversity of those we serve.
- Our policies aim to remove barriers, whether in recruiting, supporting, or promoting staff.
- Commitment to kindness, human-centred approaches, fairness and compassion at every stage.



Benefits

- Generous holiday allowance.
- USS Pension scheme.
- Employee assistance scheme to support staff wellbeing.
- Flexible working / hybrid-working opportunities.
- Health and wellbeing benefits, including discount schemes.

Organisation structure

Here's a snapshot of teams within OIA, and how they each contribute to our mission:

Senior Leadership (Independent Adjudicator and Chief Executive)

Sets strategy, upholds independence, quality and fairness, and ensures the whole organisation is aligned to our purpose.

Leadership, Communications and Governance

Provides governance, Board and leadership office support, risk and compliance co-ordination, and communications, so decisions are well-governed, transparent and aligned to our values.

Assessment, Resolution and Casework Support

Receives and assesses complaints, gathers information, and drives early, proportionate resolution wherever possible. Casework support ensures smooth, timely case progression. This is the frontline of our service and a key driver of accessibility and efficiency.

Public Policy

Leads on external policy engagement and stakeholder relationships, helping ensure our learning informs national discussion and that our scheme remains understood and trusted.

Adjudication

Carries out evidence-based independent reviews and issues outcomes with clear reasons. This team safeguards consistency, fairness and the credibility of our decisions.

Digital Technology and Operational Services

Keeps our case management and core systems secure and reliable, supports data and reporting, finance, office administration, and facilities that keep everything running behind the scenes. Supports value for money, so colleagues have the tools to work efficiently and safely.

Outreach and Insight

Shares learning from complaints, produces guidance and case studies, and engages with students and providers through events and training, turning case experience into sector improvement.

People and Culture

Recruitment, development, wellbeing and inclusion. Builds the capability and culture to deliver complex, sensitive work to high standards.

The role

Job title:

Outreach and Insight Coordinator

Reports to:

Outreach Manager

Operational area:

Outreach and Insight Team (whilst working across the organisation)

Location:

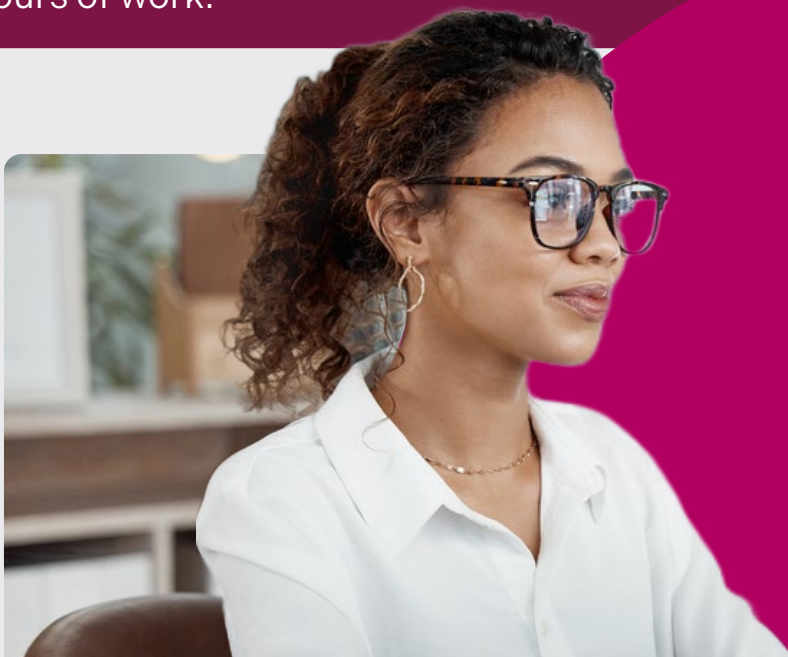
Minimum 20% of contact in the Reading Office. Some travel for work might be required with good notice, and expenses will be paid.

Hours of work:

Part-time. We will consider 15-20 hours per week, preferred across 3 or more days.

Salary:

Grade 2: Starting Salary (full time - 35 hours per week) of £30,283, which will be pro rata to agreed hours of work.



Summary of the position, impact and autonomy

Role Purpose

The Outreach and Insight Coordinator provides day-to-day coordination and administrative support to keep the team's outreach, engagement and insight activity organised and moving forward. This includes managing the team inbox, coordinating webinars, meetings and events, recording and following up actions, maintaining accurate information, and supporting stakeholder communications. The role requires someone who enjoys making things happen and who can take accurate ownership of tasks, keep track of multiple priorities and drive delivery to the team deadlines.

Impact

This is an important role within the Outreach and Insight Team. The post holder contributes to the effective delivery of the Team's work by ensuring outreach activity, stakeholder engagement and internal processes are organised, coordinated and supported by accurate information.

The role supports the Team's ability to deliver high-quality engagement and project activity, maintain effective relationships with stakeholders and share learning internally and externally by maintaining clear systems, coordinated schedules and effective delivery processes.

Autonomy

The post holder will work with day-to-day autonomy for coordination and administrative activity within agreed processes, priorities and deadlines.

The role independently manages scheduling, logistical event arrangements, team system and administrative processes while working closely with the Outreach Manager, Outreach Partners and wider colleagues to support the delivery of the outreach programme and team priorities. Reporting directly to the Outreach Manager, the role will involve regular catch ups to discuss key objectives and longer-term Team objectives for the year ahead.

Organisational Values

All roles are expected to demonstrate our organisational values of **integrity and independence, quality, openness and accessibility, service ethos, engagement, and equality and diversity**. These underpin how work is carried out, decisions are made and work relationships are built.

Main responsibilities

Coordinate outreach and engagement activity

Support the planning, coordination and delivery of the OIA's outreach programme, ensuring activity is organised effectively and delivered smoothly. For example:

- Coordinate arrangements for workshops, visits to providers, webinars, discussion groups, good practice events, conferences, steering groups and other outreach activity.
- Manage the logistical arrangements for outreach activity. Including scheduling, venues, online platforms, equipment, refreshments, registration and dissemination of supporting materials, as appropriate.
- Support event administration. Including bookings, invoices, purchase orders and related processes in line with organisational procedures.
- Coordinate the preparation and distribution of agendas, presentations, handouts, joining instructions and other event materials, as appropriate.
- Support attendance tracking, post event-administration and the collection of feedback to inform continuous improvement.
- Work collaboratively with colleagues across the organisation to support effective delivery of outreach.

Provide coordination and administrative support to the Outreach and Insight Team

Provide effective administrative support that enables the Team to deliver its priorities. For example:

- Manage team calendars, including the diaries for the Head of Outreach and Insight, Outreach Manager, Insight Manager and Outreach and Engagement Partners in relation to outreach and team activity.
- Schedule internal and external meetings, ensuring appropriate preparation time, documentation and follow-up actions are organised.
- Prepare, record and circulate meeting notes and actions where required.
- Maintain team documentation, such as activity trackers, contact databases and shared planning tools.
- Maintain team inboxes and outreach-related mailing lists, ensuring information is organised up to date and actioned appropriately.
- Act as a point of contact for other colleagues about the Outreach and Insight Team's schedule and programme.

Maintain accurate information and support insight sharing

Support the Team to capture, maintain and share information relating to outreach activity and stakeholder engagement. For example:

- Maintain accurate records of outreach and engagement activity to support reporting, planning and evaluation.
- Support the administration of feedback mechanisms, surveys and other methods of gathering information from external audiences.
- Support the Outreach and Insight team to ensure engagement activity, feedback and relevant information is captured and accessible to relevant colleagues.

Support communication and outreach resources

Support the coordination of communications and materials relating to outreach activity. For example:

- Coordinate content about the team's activities for sharing with stakeholders in newsletters, social media and formal reports.
- Write content for our website about upcoming events and activities, for example information ready to publish on our website about our upcoming events.

Work collaboratively across the organisation

Support effective working relationships across the OIA and contribute to organisation-wide priorities. For example:

- Work with colleagues across Operations, Policy, Communications, Casework and other teams to coordinate activity and share information.
- Support cross-team projects and initiatives linked to outreach and stakeholder engagement.
- Contribute to improvements in team coordination processes, systems and planning tools.
- Attend casework meetings and knowledge booster sessions where appropriate to develop own understanding of the OIA's work.

Person specification

Knowledge, training, experience

Essential

- Experience of providing administrative, coordination or organisational support within a busy working environment
- Experience of organising meetings, events or activities
- Experience of maintaining accurate records, systems or databases
- Strong ability to manage competing priorities and deadlines
- Good written and verbal communication skills

Helpful to have

- Experience of supporting outreach, communications or engagement activity.
- Ability to work collaboratively within a team and external stakeholders
- Experience and/or understanding of the higher education sector
- Experience and/or understanding of an ombudsman or complaints service
- Experience supporting online events and digital engagement activity
- Successful verbal presentation skills
- Ability to devise and prepare presentation materials

Skills, qualities, attitude

Essential

- Strong organisational skills and attention to detail
- Ability to coordinate multiple activities and manage competing priorities, including taking a flexible approach where necessary and able to work under pressure to meet deadlines
- Ability to communicate clearly and professionally
- Ability to maintain accurate records and handle information appropriately
- Able to work as part of a team
- Creative, able to initiate new ideas and improvements to established ways of doing things
- Excellent interpersonal skills and a high level of written and spoken communications skills
- Flexible and able to adapt and respond calmly and effectively to changing situations
- High degree of confidentiality, discretion and integrity
- Customer service focus

Helpful to have

- Experience of collecting and summarising feedback
- Experience of event coordination
- Experience of preparing presentation and/or communication materials

Behaviours and Ways of Working

- Builds positive and collaborative working relationships
- Provides reliable and responsive support both colleagues and stakeholder
- Takes ownership of tasks and delivers work accurately, and on time. Knows when to seek advice.
- Demonstrates professionalism, confidentiality and integrity.
- Works flexibly and adapts to changing priorities.
- Active in looking for opportunities to improve processes and ways of working

IT / Product knowledge

Essential

- Competent user of the Microsoft 365 Suite: including Outlook, Excel, Word, PowerPoint, Teams and Content Management Systems including SharePoint and Microsoft Forms.
- Knowledge of online meeting and webinar platforms and tools, such as Teams and Zoom
- Familiarity with Social Media
- Comfortable with technology and ability to adapt and learn new and changing IT systems and processes.

Helpful to have

- Knowledge of online platforms that create interactive audience experiences, such as Mentimeter, Kahoot, Slido
- Knowledge of Adobe Acrobat Pro
- Knowledge of Mailchimp
- Knowledge of GoToWebinar, GoToMeeting
- Dynamics CRM or other case management systems

Professional Competencies

Competence sits at the intersection of knowledge, skills and behaviours. It reflects how these are applied in practice to deliver effective outcomes.

Analytical

Uses information accurately, maintains effective records and supports the Team to identify themes and opportunities for improvement.

Impactful

Provides effective coordination and support that enables the Outreach and Insight Team to deliver its objectives.

Constructive

Works collaboratively, shares information and contributes positively to team activity.

Approachable

Communicates clearly and with tact and provides helpful support to both colleagues and stakeholders.

Professional

Demonstrates reliability, discretion, integrity and attention to detail.

Open-Minded

Shows a willingness to learn, adapt and improve ways of working.

Additional Expectations

- Undertake other duties appropriate to the level of the role in support of organisational priorities.

How to apply

Application

Please visit our [website](#) to learn more about the OIA and how to apply.

At the OIA, we use Applied for our recruitment.

Advert closing date

The closing date for applications is **Monday 5 October 2026 at 23:59**.

Applications will be reviewed regularly and we reserve the right to close the advert earlier than the closing date.

Contact us

If you would like to discuss the role in more detail before applying, please contact recruitment@oiahe.org.uk.

What reasonable adjustments can be made if I have a disability?

We are committed to making reasonable adjustments to support disabled applicants and ensure that you are not disadvantaged in the recruitment and assessment process, and to ensuring that reasonable adjustments can be made for you in the role if your application is successful.

If you need any adjustments to the process because of a health condition or disability please contact the recruitment team.



office of the
independent
adjudicator

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