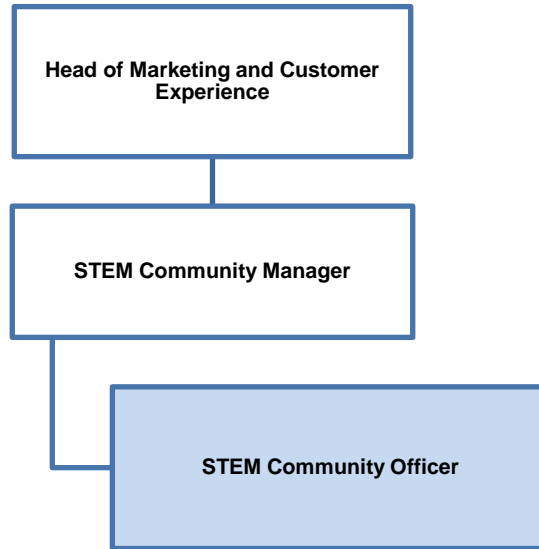


STEM Learning Limited

1. Role Particulars	
Role Title: STEM Community Officer	Reports to: STEM Community Manager
18 months fixed-term post, 0.6FTE	Salary £27-30k pro-rata, dependent on experience
2. Organogram	



3. Purpose of role

STEM Learning’s vision is to improve the lives of young people in the UK through STEM education. To achieve this, we provide a range of support to formal and informal education, including subject-specific professional development for teachers, quality assured resources and direct student experiences. Our belief is that an outstanding STEM education coupled with STEM enrichment and inspiration activities, can positively impact young people and their opportunities.

STEM Ambassadors is the UK’s largest STEM volunteering programme, enabling nearly 26,000 individuals from more than 5,000 employers to share their enthusiasm and expertise about STEM subjects and careers with young people and teachers throughout the UK. Positive and mutually beneficial partnerships with businesses, professional institutions and other organisations are fundamental to everything STEM Learning does.

The STEM Community Officer will play a key role in revitalising and enhancing engagement within the STEM Ambassadors online community. The STEM Ambassadors Community is an online community of practice for STEM Ambassador volunteers to share ideas, resources and support. (STEM Ambassadors are STEM Professionals who volunteer their time to encourage young people to take up STEM subjects and careers).

This role will focus on developing and disseminating high-quality content, supporting the implementation of strategic partnerships and amplifying the community’s reach across platforms. Working alongside the STEM Community Manager, the postholder will ensure that the community thrives with active and engaged members.

4. Key Results / Accountabilities expected from role

Community Engagement & Content Creation:

- Curate and post a diverse range of content, including conversation starters, articles and multimedia, to encourage community participation and build a vibrant, active space.
- Regularly interact with community members to stimulate discussions, respond to enquiries and support engagement by celebrating achievements and impact of the STEM Ambassador programme.
- Collaborate with internal and external teams to source and create impactful content that showcases the contributions and activities of the STEM Ambassadors network.
- Gather feedback and listen to members to drive changes and improvements within the online community.

Platform & Stakeholder Support:

- Facilitate the effective use of the community's new platform (Higher Logic Thrive), ensuring a smooth transition and optimising its capabilities to better engage members.
- Provide support and guidance to community members, educators and ambassadors in leveraging the platform for information sharing and collaborative activities.
- Strengthen relationships with STEM Ambassadors and other stakeholders through consistent, informal interactions that promote collaboration and build trust.

Strategic Partnerships & Amplification:

- Work closely with the STEM Ambassadors network and external partners to highlight community activities and demonstrate the impact of STEM Ambassadors.
- Utilise social media and other communication channels to cross-post content and amplify the community's message, extending its reach to a broader audience.
- Support strategic initiatives by contributing to project planning, implementation and reporting to ensure alignment with organisational objectives.

Performance Monitoring & Reporting:

- Monitor engagement metrics and platform analytics to evaluate the effectiveness of community initiatives.
- Prepare regular reports on community activity, volunteer engagement, and content performance to inform future strategy.
- Implement continuous improvement practices to enhance community interactions and engagement quality.

5. Key challenges faced in the role

Content Management:

- Proven experience in creating, curating, and managing content across multiple platforms, including written articles, social media posts, and multimedia.

Community Engagement:

- Ability to foster a welcoming and active online community through direct interaction and strategic content placement.

Relationship Building:

- Strong interpersonal skills to establish and maintain effective working relationships with stakeholders, partners, and volunteers.

Project & Stakeholder Management:

- Experience in supporting project delivery and managing stakeholder expectations, with a proactive approach to problem-solving.

Platform Utilisation:

- Familiarity with community platforms (e.g., Higher Logic, social networks) and the ability to leverage technology to enhance engagement.

6. Any other information (particular reference to planning (nature and impact), scope of impact).

Supported by – and in partnership with – Government, learned bodies, charitable trusts and employers, STEM Learning is the largest provider of STEM education and careers support in the UK. It is world class at translating research, scientific expertise and pedagogical knowledge into practice at scale to:

- develop and support the expertise of teachers and school and college leaders
- inspire groups and communities
- engage employers and industry.

Our Values: Sustainable – Innovative – Proactive

This role is instrumental in ensuring that STEM Learning achieves its full potential by applying its Values to positively impacting young people’s achievement, enthusiasm for and progression in STEM subjects and careers, and maximises the positive impacts for supporting employers.

In this operational role within a fast-paced and continually evolving environment, the Officer will lead and manage multiple community-driven initiatives simultaneously, ensuring a high level of engagement and interaction across all platforms. This position offers the opportunity to gain comprehensive experience in community management, digital engagement, and stakeholder collaboration, working alongside experienced professionals within the STEM Learning team.

The Officer will ensure that all community activities are strategically aligned to drive participation, engagement, and knowledge-sharing among STEM Ambassadors and educators. They will also empower network partners and volunteers by providing them with the tools and resources needed to effectively promote the programme and maximise its reach, while maintaining consistency with brand standards, compliance, and best practice.

7. Experience and Expertise (typical educational qualification and experience)

- Relevant experience in community management, communications or project support within a STEM-related or non-profit environment.
- Experience of working with a volunteering programme.
- Demonstrated success in creating and delivering content that drives community engagement and supports organisational objectives.
- Experience working with diverse stakeholder groups, including volunteers, partners, and internal teams.
- An understanding of careers and skills development.

8. Economic dimensions associated with the role (if any)

9. Location

York-based, hybrid working opportunities with a minimum 3 days a week in the office.