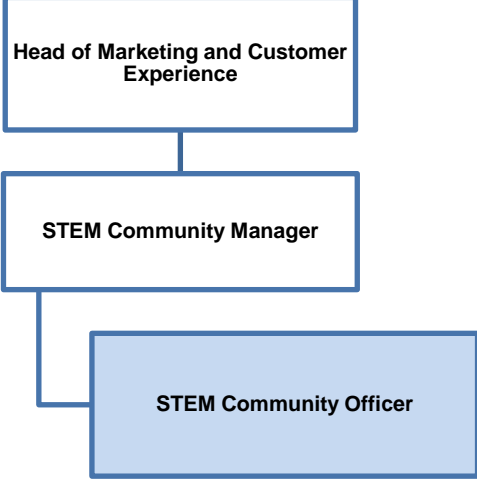


STEM Learning Limited

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	
 <pre> graph TD A[Head of Marketing and Customer Experience] --> B[STEM Community Manager] B --> C[STEM Community Officer] </pre>	
3. Purpose of role	
<p>The STEM Community Officer will play a key role in revitalising and enhancing engagement within the STEM Ambassadors online community. 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.</p> <p>The STEM Ambassador Programme 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.</p>	
4. Key Results / Accountabilities expected from role	
<p>Community Engagement & Content Creation:</p> <ul style="list-style-type: none"> • The STEM Ambassador Community is an online community of practice for STEM Ambassadors 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). • 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 Ambassadors programme. • Collaborate with internal and external teams to source and create impactful content that showcases the contributions and activities of the STEM Ambassadors network. <p>Platform & Stakeholder Support:</p> <ul style="list-style-type: none"> • 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).

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 or communications 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 organisation objectives.
- Experience working with diverse stakeholder groups, including volunteers, partners and internal teams.
- Strong understanding of STEM education and a commitment to promoting STEM-related activities and initiatives.

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

9. Location

York with hybrid working arrangements available