Graduate Intern: Internship Bureau and Employer Engagement
Student and Academic Services

Closing date: 06 August 2017
Interview date: 22nd August 2017
Vacancy reference: 5825
INTRODUCTION

Working within the Employer Engagement team, the post holder will understand the challenges and demands of finding structured work experience as a student and, by managing expectations accordingly will be able to help employers, university departments and students understand the services and range of opportunities that the Careers and Placements team offers. As a graduate intern the post holder will gain first-class experience in helping to deliver a high quality human resources service and project management provision in a busy office environment. They will be provided with both formal and on-the-job training to enhance this experience, and will be involved with the wider work of the Careers and Placements team throughout the academic year, including hosting events and supporting with the developing York Futures programme.
Main purpose of the role

The post holder will support the Employer Engagement team in expanding the package of support available to clients (employers, local organisations and university departments) looking to engage the skills of student and graduate interns, and will lead with the monitoring and processing of administration and projects within the Internship Bureau. This will include: taking a project management lead and communicating the needs of the internship host into appropriate project descriptions, marketing opportunities, short-listing candidates, the administration of supporting documentation and payment systems, and the collection and evaluation of feedback and monitoring information. The successful candidate will be driven to make the process of engaging students in structured and meaningful work experience as administratively easy and efficient as possible for clients.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

- Marketing opportunities and providing easy access to information on the widest possible range of work experience and Internship Bureau opportunities
- Developing creative and innovative ways to promote internship opportunities
- Supporting employers by providing short-lists of suitable candidates, having matched project requirements against student applicant competencies and interests
- Administering financial arrangements for Internship Bureau projects, including student payments, and managing the status of student applications on the placement management function of Careers Gateway
- Ensuring legal (e.g. equal opportunities, minimum wage, H&S) and student welfare checks are observed in the process of brokering internships
- Monitoring and evaluating Internship Bureau opportunities, and identifying projects likely to fail, notifying the line manager on these occasions
- Following up projects with employers to check satisfaction with the Internship Bureau and helping to secure additional work experience opportunities
- Enhancing learning materials for student use alongside work experience
- Contributing to labour market intelligence to support student work experience, reporting as and when required to colleagues in Careers and Placements
- Responding to a range of employer queries coming in to the Employer Engagement team which promote the advertising of opportunities, events and interaction with employers
- Hosting and networking with employers once on campus and providing administrative support to facilitating employer delivery on campus - providing attendee lists, seeking and recording employer feedback etc.
- Supporting other team members, keeping them up to date on your own work and supporting the wider Careers and Placements team with activities when required.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of the post.
## PERSON SPECIFICATION

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<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Recent undergraduate degree or equivalent</td>
<td>Essential</td>
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<td><strong>Knowledge</strong></td>
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<td>Knowledge of Microsoft Office packages</td>
<td>Essential</td>
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<td>Knowledge of office-based administrative processes and practices used in a busy office</td>
<td>Essential</td>
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<td>Understanding of the processes involved in recruitment and selection. Although in-depth knowledge of employment law is not necessary, an appreciation of its importance and the need to check details is required</td>
<td>Desirable</td>
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<td>Knowledge of the departmental and support structures of the University of York Knowledge of the geography of York and its surrounding area</td>
<td>Desirable</td>
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<td><strong>Skills, abilities and competencies</strong></td>
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<td>Excellent communication skills, both written and oral</td>
<td>Essential</td>
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<td>Excellent attention to detail</td>
<td>Essential</td>
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<td>Excellent organisation skills, with the ability to work within established procedures and processes</td>
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<td>The ability to work as part of a team</td>
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<td>Able to communicate effectively with a variety of individuals and organisations in a friendly, courteous and tactful manner</td>
<td>Essential</td>
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<td>The ability to use initiative</td>
<td>Essential</td>
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<td>Experience of collating and updating databases</td>
<td>Desirable</td>
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<td><strong>Experience</strong></td>
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<td>Experience of the student labour market in York</td>
<td>Essential</td>
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<td>Administrative activities e.g. creating and distributing mail-outs, proofreading, updating information on webpages and databases, responding to enquiries in a timely fashion</td>
<td>Essential</td>
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<td>Marketing and promoting products or services to different, and challenging audiences, both verbally and in written communications and in creative and innovative ways</td>
<td>Essential</td>
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<td>Recruitment and selection activities</td>
<td>Desirable</td>
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<td>Client or customer relationship management</td>
<td>Desirable</td>
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<td><strong>Personal attributes</strong></td>
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<td>A calm and methodical approach to work with excellent attention to detail</td>
<td>Essential</td>
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<td>Entrepreneurial outlook and approach</td>
<td>Essential</td>
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<td>Commitment to high quality service delivery when working under pressure</td>
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<td>Keen to develop experience in administration and HR activities</td>
<td>Essential</td>
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<tr>
<td>Be prepared for occasional evening work and to limit holidays during University term time</td>
<td>Essential</td>
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Student and Academic Services provide administrative and advisory services and opportunities for development to support the student experience. Working collaboratively with students, colleagues and external partners we facilitate learning, development and success.

As one of the largest professional service directorates we make a significant impact on the University’s ability to achieve its ambition of offering an outstanding and valuable experience, and to support our colleagues in achieving excellence in research, teaching and the student experience. We are in a strong position to shape and influence the way that the University delivers its objectives.

We provide a collection of professional services which contribute to the quality of the student experience; these services are organised in five sections:

- Academic Support
- Careers and Placements
- Colleges
- Open Door
- Student Service

Careers has the leading responsibility for student employability. They work to enhance students’ skills, aspirations, experiences and career planning so that all students feel supported in understanding and achieving their potential and goals. In addition our Careers team work closely with staff in our nine colleges, and with our students’ unions, all of whom are also committed to enhancing students’ employability.
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2016 it is the centre for almost 16,000 students across more than 30 academic departments and research centres. In over 50 years we have become one of the world’s leading universities and a member of the prestigious Russell Group.

The University has consistently been recognised as one of the leading Higher Education Institutes and is one of just six post-war universities which appear in the world top 100 (2013-14) and 15th in the Times & Sunday Times league table (2016). The University of York has won six Times Higher Education (THE) Awards and five Queen's Anniversary Prizes.

We are proud of our association with Athena SWAN, holding ten awards in support of women in science, with gold awards for Chemistry and Biology as well as a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th on the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. With a compact and easy to get around design, York enjoys a safe, friendly atmosphere. The campus offers a wealth of facilities, which includes bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal. Since 2000 we have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning space, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing all staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University aims to offer a nurturing and supportive environment as an employer. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region’s leading employers.

For further information please visit Rewards Extra.
The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 5825
- Complete the online application form

You will need to submit your completed application by midnight (GMT) on 06 August 2017.

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance

Direct any informal queries to jennifer.plummer@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835