Information and Engagement Assistant
Careers and Placements, Student and Academic Service

Closing date: 5 March 2018
Interview date: 22 March 2018
Vacancy reference: 6438
INTRODUCTION

Applications are invited for the role of Information and Engagement Assistant in our Information and Engagement team, within Careers and Placements. The post, which is full-time, is within a team of six members, responsible for careers information delivery, student engagement and communications.

This is an additional post to work with two other Information and Engagement Assistants and the role involves: initial enquiry handling (in a variety of media) through our Enquiry Desk point of contact, referring enquirers to appropriate resources and other staff; communicating to students our services and support; encouraging student engagement with the University’s employability development offer; and ensuring continued customer service excellence.

You will have experience of enquiry handling or information work, preferably in a Higher Education (or similar) setting. You will have excellent attention to detail, strong communication skills, a commitment to excellent customer service, and the ability to assimilate information and procedures quickly.
Main purpose of the role

To be the first point of contact for callers and enquirers to Careers and Placements, and to support the information function of the service:

- Handle a wide range of enquiries from our three main client groups: students and graduates, employers, and university departments.
- Refer enquiries to appropriate resources or contacts.
- Assist with student communications.
- Support the maintenance and provision of careers information.

Key responsibilities

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

Enquiry handling:

- Provide information in response to both general and specific enquiries; diagnose client need; advise on the effective use of resources; research additional information; and refer users to other staff.
- Respond to emails and telephone enquiries.

Administration duties:

- Maintain elements of the interactive system, including inputting appointments rotas to the system and cross-checking Student Record System for alumni approvals.
- Maintain procedures and standard documents for the Enquiry Desk, ensuring all procedures are current and relevant. Contribute to and write up new procedures in consultation with the Operations Manager: Information and Engagement.

Information maintenance and development:

- Review and update information for the Careers and Placements web pages.
- Prepare, process and update resources in the Information Room.
- Collate user statistics and present them on the website.
- Research and present information on career-related topics for peer-to-peer training.
- Research, write for and assist with the maintenance of the Careers and Placements blog and other social media.
- Assist with the marketing of careers-related events to key audiences.
- Prepare and maintain the Information Room for a variety of functions, such as employer events, student society informal meetings and study space.
- Liaise with careers publishers, ordering and maintaining supplies.

Student engagement:

- Assist with the writing and scheduling of social media posts, following the service’s social media processes.
- Assist with the administration of bulk emails to students.
- Assist with the collation, checking and sending of regular e-newsletters to students.
- Support and disseminate student communications via liaison with other student influencers within the University.

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

## Qualifications

Good general education, including GCSE grade C (or equivalent) in English and Maths

## Knowledge

Knowledge of Microsoft Office and Google packages

Knowledge of social media platforms, including Facebook, Twitter and Instagram

Knowledge of design programs (eg Photoshop, Canva, etc)

Knowledge of website content management systems

## Skills, abilities and competencies

Excellent written and verbal communication skills

The ability to work as part of a team

The ability to assimilate information and learn new procedures quickly

The ability to deal with service users in a friendly, courteous and tactful manner

Excellent organisational skills and the ability to prioritise workloads and maintain high standards

The ability to use initiative and work unsupervised at times

Commitment to organisational values

Attention to detail and excellent proofreading skills

Design skills for social media communications
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Experience</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Experience of enquiry handling or information work</td>
<td>Essential</td>
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<tr>
<td>Experience of administrative or careers information provision within an HE setting</td>
<td>Desirable</td>
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<tr>
<td>Experience of high customer service standards</td>
<td>Desirable</td>
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### Personal attributes

| A calm and methodical approach to work with an attention to detail                                   | Essential             |
| The ability to work under pressure                                                                | Essential             |
| Able to deal with confidential and sensitive situations                                            | Essential             |
| Be prepared for occasional evening work                                                            | Essential             |
THE DEPARTMENT

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 and Placements 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.
The University

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and 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.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and 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 for 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. York enjoys a safe, friendly atmosphere with facilities including 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 spaces, 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 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 our employee benefit pages.
THE CITY AND THE REGION

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 6438
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 5 March 2018.

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
If you have any questions about your application, contact the HR Services team:
recruitment@york.ac.uk
+44 (0) 1904 324835