Internships Outreach Officer
Student and Academic Services, Careers and Placements

Closing date: 4 March 2018
Interview date: 15 March 2018
Vacancy reference: 6434
INTRODUCTION

Developing employability is an essential feature of the offer the University of York makes to its current and prospective students. The Careers and Placements department provide a range of opportunities to help students acquire work experiences that are designed to appeal to both the students and deliver tangible benefits to employers.

The Student Internship Bureau (SIB) is a vital element of the offer that the University of York makes to both students and employers. The SIB works with employers to design projects of 8 -12 weeks in duration that can tackle real challenges within the host organisation. In hundreds of previous projects students have dealt with building technology solutions, market research, process improvement and environmental impact analysis along with a huge variety of other activities required by the host organisations. Quick, flexible and offering genuine value for money, student interns are one of the most effective ways in which the University adds value to the local economy.

Many of the organisations using interns have been small and medium sized enterprises (SMEs). However, most of these businesses have been based in and around the City of York as in rural areas SMEs may lack easy access to the specialist skills and new perspectives that a student intern can bring. Remote locations mean that the SME may not be an existing part of the University’s networks, and is unlikely to seek to become so if it can perceive no immediate benefits. The post holder will seek to develop good practice in ‘virtual’ and remote working internships which mean interns need only make a limited number of site visits. They will also support an awareness campaign and specialist support to make SME links for the Student Internship Bureau (SIB) and other services offered to external organisations around skills and recruitment.
Main purpose of the role

The post holder will promote and deliver project based work experience for students at The University of York. Working with the Placement Team within the Careers and Placements department, the post holder will act as a first point of contact for students and employers, promoting the service to students interested in accessing work experience, external organisations and University departments with potential projects. The post holder will work to bring these groups together effectively and efficiently with full recognition of the legal and duty of care obligations of the University and employer. They will also have responsibility for ensuring that the projects undertaken have potential developmental value to students and real, material value to the host organisations. They will follow up projects to ensure that they are delivered to the satisfaction of both parties and will implement the mechanisms to capture and record the learning outcomes of the project for the student. The post holder will have particular responsibility for seeking out new organisations to host internships and placements in the rural areas around York. The majority of these internships will be delivered on a ‘virtual’ basis so the post holder should be able to explain and advocate this format to employers. Building networks and relationships beyond of the City of York will be a vital element of this role.

Key responsibilities

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

- Pro-active engagement with employers/internship hosts through city, regional and national/international networks
- Raising awareness of the University’s offer to employers with new client groups, notably organisations based outside of York and its immediate surrounding area
- Ensuring appropriate University of York students have access to information on internship opportunities
- Advise employers on appropriate content and level of projects, manage expectations and generally assist in generating viable but challenging work experiences
- Assist in the development and implementation of systems to manage students and businesses interested in participation, particularly around the concept of virtual internships
- Ensure legal (e.g. equal opportunities, minimum wage, H&S) and student welfare criteria are observed in the process of brokering placements
- Provide employers with short lists of suitable candidates by matching project requirements against student applicant competencies and interests
- Assist employers and students with insurance and contractual issues
- Help in the delivery of induction training for students, including elements of project and client management
- Advise academic and other members of University staff on the practical and legal aspects of implementing learning from work experience
- Administer financial arrangements for the projects
- Monitor placements and identify projects likely to fail, notifying the line manager on these occasions
- Follow up projects with employers to check satisfaction with the process and potentially secure additional work experience opportunities through promoting successes
- Assist in the development of learning materials for student use alongside work experience
- Develop and implement a system for recognising and rewarding student achievements during work experiences
- Develop labour market intelligence to support student work experience, reporting as and when required
# PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>A general education to include three passes at A level, or an equivalent educational qualification, or relevant experience</td>
<td>E</td>
</tr>
<tr>
<td>Undergraduate degree</td>
<td>D</td>
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<tr>
<td>Qualifications relating to human resources, recruitment</td>
<td>D</td>
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## Knowledge

- 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 willingness to check details is **E**
- Understanding of current trends in the graduate labour market and/or higher education context **D**
- Knowledge of the business environment in North/East Yorkshire **D**

## Skills, abilities and competencies

- Excellent communication skills, both written and oral **E**
- Willingness and ability to network effectively using a variety of methods both within the University and externally with a range of employers **E**
- Personally organised and able to both develop and work within procedures and processes **E**
- Able to communicate effectively with a variety and range of individuals and organisations, interpreting employer needs into practical and viable projects **E**
- Ability to develop appropriate data collection systems and use these to measure and improve performance **D**
- Full, clean driver’s licence **D**

## Experience

- Proven experience of working within a role requiring a strong level of attention to detail **E**
- Designing systems to improve process delivery or raise awareness amongst a target groups **E**
- Building strong client relationships **E**
- Experience of managing the learning processes around work experience **D**
- Work on HE or labour market projects **D**
- Delivery of business objectives in York and North Yorkshire **D**
- Use of technology to deliver objectives **D**

## Personal attributes

- Excellent interpersonal skills **E**
- Commitment to continually improving customer service **E**
- Interest and commitment to supporting student employability **E**
- Able to work effectively in a diverse organisation incorporating many interests **E**
- Able to work flexible hours, notably at weekends and early evenings **E**
- Able to form positive relationships both within the University and with diverse groups external to the institution **E**
The University of York is committed to an ambitious strategy that includes a strong emphasis on enhancing our students’ employability in measurable terms. We want all of our students to leave York equipped to make their mark on society and for the University to be recognised nationally and internationally as a seedbed for talented graduates offering a valuable contribution to the world.

The overarching aim of our Student Employability Strategy is that by 2022 York will feature in the top ten of all league tables for employment outcomes.

The Careers Department is a member of AGCAS (The Association of Graduate Careers Advisory Services) and works to these professional standards. It comprises a number of areas of work:

**Careers Education, Advice and Guidance.** Delivered by qualified Careers Consultants who provide services to students centrally, and bespoke services to students in a caseload of academic departments. They work with students individually and in groups and provide professional input into the quality of the online advice and information provision that supports informed career decision-making. Their knowledge of the needs and aspirations of students in their case-load, coupled with their insight into their students’ academic programmes equips them to support departments in exploring ways in which the curriculum can enhance student employability.

**Experiential Learning.** Careers and Placements offer a portfolio of opportunities for students to engage in work-based and work-related learning alongside their studies, including enterprise education, volunteering and working with local and national businesses. It evaluates and continually improves these interventions and seeks to ensure that students reflect on them through recognition and reward systems called the York Award. Careers have an extensive range of relationships with regional enterprise and community networks to ensure that students access a wide range of work-based opportunities for career learning and development. Careers also manage a University wide placement programme for those students interested in taking a year of work experience as part of their degree without the formal option to access this through their academic department.

**Employer Engagement.** The University has strong links with graduate and placement recruiters and seeks to increase opportunities for student access to employers through a growing employer events programme, including fairs, employer-led workshops and networking opportunities. We are also increasing the number of opportunities we advertise including graduate positions, internships, yearlong placements and term-time work.

**Student Engagement and Information.** Careers also seek for promoting the range of resources and messages it offers so
that students can engage and benefit from them. There is an extensive collection of online careers information/resources available to students to support informed career decision-making and job hunting. Information staff also provide one-to-one support to students through appointments and query-handling.
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 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 6434
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 4 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

Direct any informal queries to Andrew.ferguson@york.ac.uk

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

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