Information and Engagement Officer
Careers and Placements, Student and Academic Services

Closing date: 5 March 2018
Interview date: 20 March 2018
Vacancy reference: 6436
INTRODUCTION

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

The role involves: information research and presentation (particularly via the Careers and Placements’ website); working with students on a one-to-one basis to answer initial enquiries; and working as part of a team to communicate with students and engage them in the University’s employability development offer.

You will have a degree or equivalent, as well as experience of information delivery and enquiry handling. You will have excellent attention to detail, be flexible, self-motivated, reliable, and able to work effectively and confidently with a range of customers, but especially students and graduates. Strong communication skills and the ability to assimilate information and procedures quickly are essential, as is a commitment to customer service excellence.
Main purpose of the role

To contribute to the implementation of the Student Employability Strategy with particular responsibility for supporting the information functions of Careers and Placements, including:

- Handle a wide range of in-depth enquiries from our three main client groups: students and graduates, employers, and university departments.
- Provide a diagnostic information and advice service to students.
- Develop and provide information or signposting to appropriate resources or staff specialists.
- Manage information resources for users of careers information, both in the Information Room and via the Careers and Placements website and other online resources.
- Lead on information research and development projects, particularly with regard to labour market research and the Government's new Industrial Strategy.

Key responsibilities

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

Information maintenance and development:

- Develop and maintain information resources, particularly on the Careers and Placements website, including researching, writing, and ensuring relevance, accuracy and consistency.

- Lead on developing and maintaining specific areas of the information resources.
- Contribute to consultations and strategies relating to own work area.
- Update, process and present information in the Information Room and in hard copy documents.
- Manage and maintain the Careers and Placements web pages.
- Contribute to the research, writing and maintenance of the Careers and Placements blog and other social media.
- Assist with the marketing of careers-related events to key audiences.
- Contribute to student engagement through tactical promotion of Careers and Placements resources, as part of wider marketing campaigns.
- Undertake specialist research and pilot projects in support of implementing the Student Employability Strategy.

Enquiry handling:

- Handle in-depth information enquiries from students and graduates. Provide advice and deal with queries of a specialist nature and/or interpret user requirements to provide suitable solutions. Recommend alternative courses of action if unable to assist.
- Provide information and advice in one-to-one appointments and, at times, to small groups.
- Provide information in response to general enquiries, diagnosing client need, advising on the effective use of resources, and referring users to other staff.
- Handle queries referred from other team members to provide immediate support and problem resolution.
- Respond to emails and telephone enquiries.
- Deal with issues of confidentiality and demonstrate tact and diplomacy in sensitive situations, referring to other support services as required.
JOB DESCRIPTION

Other tasks:

• Support marketing plans for student engagement and communications, including the direction and supervision of student career brand ambassadors.

• Connect students with the working world – especially work-based and work-related activities, and events with employers and / or alumni – through liaison with employer engagement colleagues.

• Assist with monitoring, developing and continuing customer service excellence provision.

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**

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<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tr>
<td>A general education to include three passes at A level, or an equivalent educational qualification, or relevant experience</td>
<td>E</td>
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<tr>
<td>First degree or equivalent</td>
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<tr>
<td>Qualification in Library or Information Management</td>
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**Knowledge**

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<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tr>
<td>Knowledge of Microsoft Office and Google packages</td>
<td>E</td>
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<tr>
<td>Knowledge of Higher Education sector</td>
<td>D</td>
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<tr>
<td>Knowledge of social media platforms</td>
<td>D</td>
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<tr>
<td>Knowledge of website content management systems</td>
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**Skills, abilities and competencies**

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<th>Essential / Desirable</th>
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<tr>
<td>Excellent written and verbal communication skills</td>
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<td>The ability to work as part of a team</td>
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<td>The ability to assimilate information and learn new procedures quickly</td>
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<td>The ability to deal with service users in a friendly, courteous and tactful manner</td>
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<td>The ability to present information appropriately to different audiences</td>
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<td>Excellent organisational skills and the ability to prioritise workloads and maintain high standards</td>
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<td>Highly motivated, with the ability to use initiative and work unsupervised</td>
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<td>Commitment to organisational values</td>
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# PERSON SPECIFICATION

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<tr>
<th><strong>Experience</strong></th>
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<tr>
<td>Experience of enquiry desk, reception or information work</td>
<td>Essential</td>
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<td>Experience of administration or careers information provision within an HE setting</td>
<td>Desirable</td>
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<th><strong>Personal attributes</strong></th>
<th>Essential</th>
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<tr>
<td>A calm and methodical approach to work, with an attention to detail</td>
<td>Essential</td>
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<td>The ability to work under pressure</td>
<td>Essential</td>
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<td>Able to deal with confidential and sensitive situations</td>
<td>Essential</td>
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<td>Able to work positively and collaboratively with people at all levels and outside of the University</td>
<td>Essential</td>
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<tr>
<td>Professional, helpful and approachable attitude, with a diplomatic, confident and efficient manner in dealing with a range of people and situations, including students</td>
<td>Essential</td>
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<td>Able to work as an effective team member</td>
<td>Essential</td>
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<td>Be prepared for occasional evening work</td>
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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.

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.

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
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](http://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 6436
- 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