Employer Engagement Assistant
Careers and Placements, Student & Academic Services

Closing date: 25 November 2018
Interview date: To be confirmed
Vacancy reference: 7154
INTRODUCTION

A position has become available to provide valuable support within the Careers and Placements team through a range of administrative duties which are crucial to the successful delivery of the wider team’s service to its clients; both students, employers and other staff across campus.

The role will particularly focus on assisting with the maintenance and development of relationships with a wide range of organisations which can offer employment information and opportunities to University of York students, and the post will offer experience in planning events, providing high quality customer service as well as managing a range of administrative systems in a busy office environment.
Main purpose of the role

Assist with the implementation of the Student Employability Strategy with particular responsibility for supporting the Employer Engagement and Careers Advice and Guidance teams.

Assist with connecting students with the working world - especially work-based and work-related activities, and events with employers and / or alumni.

To deliver excellent customer service to employers looking to engage with the University for the recruitment of placements, internships, graduates and all other opportunities to improve the employability of our students, ensuring employers view York as a "University of Choice" for recruiting high quality candidates. This will also involve supporting Faculty Employability Managers, based in the Careers and Placements team, with the logistics around activities relating to Faculty engagement, training and development.

Key responsibilities

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

- Respond to employer queries through email, social media, telephone and face-to-face channels, providing detailed information and a range of solutions, where appropriate, for advertising employer opportunities, events and promoting interaction within the University, resulting in recruitment of York students and graduates.

- Apply a good working knowledge of employer liaison systems and processes, answering related questions, resolving problems and signposting to relevant team members, e.g. the Employer Engagement and Placements Officer or Placement Coordinators for appropriate follow-up.

- Leading on the logistics arrangements for Careers and Placements events (room bookings, ordering catering), delivered centrally or at a Faculty/Departmental level in correspondence with Employability Managers, Placement Coordinators, Careers Consultants and/or Departmental careers contacts.

- 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 Careers Consultants with administration tasks such as producing resources (photocopying handouts, updating PowerPoints, recording event attendance) before sessions with students.

- Working with colleagues in the Careers and Placements Information and Engagement team to ensure consistent messaging in the promotion of events and opportunities to students.

- Maintain departmental information and documentation - manual and electronic records, databases including co-ordinating event information using the Careers and Placements management IT system, TargetConnect and the wider University system, NXT.

- Responding to student, University staff and employer enquiries about the implementation of work experience programmes specifically through the Internship Bureau, based in the Employer Engagement team, and supporting with the administration of documentation required to broker Internship Bureau opportunities.

- Take a customer-oriented view of own work - ensuring high level of service to employers and external visitors supporting employability led activities whilst on campus - ensuring provision of excellent customer service to employers through all contact channels to contribute towards being a "University of Choice" for them to recruit from.

- Prioritise own work within a general plan to meet deadlines and standards.

- Support other team members, keeping them up to date
on your own work and supporting the wider Careers and Placements team with activities when required.

- Attend and coordinate relevant meetings/student sessions, as requested, to support day to day Employer Engagement and Careers Advice and Guidance work.

- Carry out desk-based research to identify new opportunities to promote to students, including vacancy and internship sourcing – proactively identifying sources of opportunities to load onto Target Connect and share within the team.

- Support the Operations Manager: Employer Engagement with continuous improvement activities, through the review of events, processes and employer/student feedback.

- 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

### Qualifications

<table>
<thead>
<tr>
<th>Essential / Desirable</th>
<th>Good general education including GCSE grade C or above (or equivalent) in English and Maths</th>
</tr>
</thead>
<tbody>
<tr>
<td>Essential</td>
<td></td>
</tr>
</tbody>
</table>

### Knowledge

<table>
<thead>
<tr>
<th>Essential</th>
<th>Knowledge of Microsoft Office packages</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Knowledge of Google Drive and associate applications</td>
</tr>
<tr>
<td>Desirable</td>
<td>Thorough knowledge of office-based administrative processes and practices used in a busy office within a large complex organisation</td>
</tr>
<tr>
<td>Desirable</td>
<td>Ability to manipulate and interrogate data in databases and spreadsheets</td>
</tr>
<tr>
<td>Desirable</td>
<td>Understanding of the processes involved in recruitment and selection.</td>
</tr>
</tbody>
</table>

### Skills, abilities and competencies

<table>
<thead>
<tr>
<th>Essential</th>
<th>Excellent written and verbal communication skills</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Excellent attention to detail</td>
</tr>
<tr>
<td></td>
<td>The ability to work as part of a team</td>
</tr>
<tr>
<td></td>
<td>The ability to assimilate information and learn new procedures quickly</td>
</tr>
<tr>
<td></td>
<td>The ability to deal with service users in a friendly, courteous and tactful manner</td>
</tr>
<tr>
<td>Essential</td>
<td>Excellent organisational skills and the ability to prioritise workloads and maintain high standards</td>
</tr>
<tr>
<td></td>
<td>Ability to play a key role in planning and organising activities and events</td>
</tr>
<tr>
<td></td>
<td>The ability to use initiative and work unsupervised</td>
</tr>
<tr>
<td>Essential</td>
<td>The ability to think logically and is process driven</td>
</tr>
</tbody>
</table>
# PERSON SPECIFICATION

## Experience

<table>
<thead>
<tr>
<th>Experience</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience of enquiry handling and responding to client needs in a timely fashion</td>
<td>Essential</td>
</tr>
<tr>
<td>Relevant experience working in a busy office and the wide range of administrative practices and processes</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of event coordination</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of administration or careers information provision within an HE setting</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

## Personal attributes

<table>
<thead>
<tr>
<th>Personal attributes</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>A calm and methodical approach to work with excellent attention to detail</td>
<td>Essential</td>
</tr>
<tr>
<td>The ability to work under pressure</td>
<td>Essential</td>
</tr>
<tr>
<td>Be prepared for occasional evening work</td>
<td>Essential</td>
</tr>
<tr>
<td>Commitment to effective implementation of the Student Employability Strategy</td>
<td>Essential</td>
</tr>
<tr>
<td>An interest in HR and event management processes and procedures</td>
<td>Desirable</td>
</tr>
</tbody>
</table>
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** 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 2018 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 are ranked 16th in the Times & Sunday Times league table (2017). 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 is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

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 7154
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 25 November 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 jennifer.martin@york.ac.uk

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

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