Careers Project Coordinator (Student Development and Student Leadership)

**Department:**  
Student Careers and Systems, Student and Academic Services

**Hours of work:**  
Full time, 37 hours per week

**Contract type:**  
Open

**Salary:**  
£27,131 - £33,314 per year
Introduction

The Student Development and Leadership Team has responsibility for delivering initiatives that support students in developing, recognising and articulating their employability characteristics (skills) wherever this occurs across their student experience. The team is responsible for several key programmes including York Strengths, York Leaders and York Award which support students' self awareness, engagement in opportunities that support their career readiness (including work experience), personal and professional development and confidence in pursuing a career they will do well in and enjoy.

The team delivers these initiatives both efficiently at scale to the whole student body, and with a particular emphasis on supporting students in leadership or other roles across the student community.

Main purpose of the role

Working as part of the Student Development and Leadership Team, you will have responsibility for coordinating the operational, project and event management support which underpins our ability to deliver a high quality offer to students. This will include the line management, and coordination of the work of, the Careers Project Support Officer and (normally) a Placement Year student.

As a key element of this role, you will have lead responsibility for the delivery of York Award (an award of the University which recognises students engagement with activities within and outside the curriculum which support their skill development, employability and future success). You will also play a significant role in the delivery of the York Strengths and York Leaders programmes, and our developing wider offer, working alongside colleagues in the team and under the direction of the Head of Student Development and Student Leadership.

You will have the opportunity to contribute to the continued enhancement of the development and leadership offer made to York students. This is likely to include involvement in the process of reviewing good practice in employability initiatives both in higher education and more broadly, as well as going consultation and collaboration with students and staff at the University, and with employers. This will require an interest in the concepts of employability learning and graduate recruitment and an ability to research and consider the adaptation of concepts to the University of York context.

Key responsibilities

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

1. Role Specific Responsibilities

- Take specific responsibility for the operational delivery of the York Award. This will include promotional activity, supporting students in accessing the Award, recruiting and managing assessors, maintaining the systems that underpin delivery and ensuring the effective, timely management of the assessment, marking, moderation and certification process, accurately recording participation and gathering and responding to feedback.
- Maintain, deliver, develop and improve aspects of the project management, operational delivery, event management and administrative processes and systems which support the delivery of student
development and student leadership activities at scale and to consistently high standards of quality as
directed by the Head of Student Development and Student Leadership.

- Provide excellent customer service in relation to student development and leadership activities to the
  student body, and other stakeholders in the Careers and Placements team, student representative
  organisations, academic colleagues, other University support functions and employers.
- Deliver training and briefings to students and staff in support of a range of initiatives relating to
  student development, employability and student leadership.
- Line manage and coordinate the work of the Careers Project Support Assistant and Placement Year
  Student.
- Support targeted research into good practice initiatives and practices around employability learning,
  graduate recruitment and early talent development to support the ongoing development of the offer.
- Play a role in the delivery of wider Careers and Placements activities such as supporting major
  employer events and acting as a centre manager/observer on the York Strengths Development Days.
- Monitor and report on activities, to inform the continuous improvement of our offer.

2. University of York Responsibilities for Grade 5

Service and Operational Delivery

- Undertake day to day decision making for operational aspects of service or delivery, within a
  designated area of responsibility.
- Deliver services to standards set by others, using initiative and independent action to meet service
  needs.
- Manage the resolution of escalated issues or queries where the answer requires consideration and
  application of judgement.
- Where appropriate, solicit customer views on the nature and quality of the service provided.
- Make effective use of digital solutions to carry out operational activity and implement efficiency
  improvements.
- Act as a supportive and encouraging member of a team. For roles at this level with supervisory
  responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

Continuous Improvement

- Monitor and review service or operational delivery in conjunction with line manager, recommending /
  implementing improvements to process, service or governance.
- Contribute to and/or initiate the development and improvement of methods of service delivery.
- Research, analyse and interpret data/findings, using standard methodologies to identify opportunities
  for improvement. Where appropriate, independently identify and source additional information for
  consideration.
- Proactively identify opportunities for building new personal knowledge and skills for self and others.

Specialist Contribution

- Provide detailed advice to internal and external stakeholders on service-specific policies, procedures
  and regulations.
- Carry out investigations, searches and research information and data to identify trends and patterns.
- Analyse data and statistics and provide reports for higher level decision makers.
• Provide expertise to support compliance with legislation and statutory duties.

Collaboration and Communication
• Establish, maintain and develop productive and ongoing relationships with colleagues across the University, to support service delivery and issue resolution.
• Contribute to business meetings, working groups and committees to enable efficient service delivery and manage stakeholder expectations.
• Engage with external peers and specialists to exchange knowledge and information.
• Use a range of digital media and tools to communicate with a diverse range of key stakeholders.
• Collaborate with team members to identify and implement service improvements or alterations.

Governance and Oversight
• Implement and monitor recognised procedures to ensure compliance.
• Provide training to team members on procedure e.g. data handling and recording.
• Ensure accuracy by implementing recognised and routine checks, assessment criteria and techniques.

Planning and Organisation
• Plan and organise own workload (and, where applicable, the workload of team members) to manage short term fluctuations and changing priorities.
• Contribute to longer term plans/programmes of work.
• Plan and organise small scale projects.

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>Role Specific</th>
<th>Essential / Desirable</th>
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<tr>
<td>Good organisational and time management skills, excellent attention to detail and a flexible approach to work. Ability to move between tasks to address priorities, work effectively under pressure and meet deadlines.</td>
<td>Essential</td>
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<td>Experience of managing complex administrative processes and systems, with the ability to identify, order and organise relevant tasks to support the delivery of education and training projects.</td>
<td>Essential</td>
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<td>Ability to review, improve and refine processes and systems.</td>
<td>Essential</td>
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<td>Able to use and confidently adapt to different IT tools and technology platforms.</td>
<td>Essential</td>
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<td>Confidence to present to and train others</td>
<td>Essential</td>
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<td>A strong commitment to delivering an excellent student experience and a genuine enthusiasm for supporting the development and growth of York students. The ideal candidate will bring a positive, can-do attitude and a drive to provide excellent customer service to students and other stakeholders.</td>
<td>Essential</td>
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<td>An awareness of how different aspects of the student experience can contribute to the development of transferable skills and employability.</td>
<td>Essential</td>
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<td>Knowledge of the processes used in recruitment and selection, with an awareness of the current trends in the graduate labour market and how students can prepare themselves effectively for life after graduation.</td>
<td>Desirable</td>
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<td>Experience of line management</td>
<td>Desirable</td>
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<td>Experience of event management</td>
<td>Desirable</td>
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### University of York Person Specification for Grade 5

#### Qualifications:

Level 3 qualification. (Qualifications at this level include A levels. Please [view the full list](#). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience. | Essential |

#### Skills - demonstrates the ability to:

<p>| Manage small-scale projects                                                  | Essential |
| Gather, analyse, interpret and report data/information                        | Essential |</p>
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<th>Essential Competencies</th>
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<tr>
<td>Use digital technologies including Google applications and/or Microsoft Office</td>
<td>Essential</td>
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<td>Communicate effectively in verbal and written formats, including the use of a variety of digital tools</td>
<td>Essential</td>
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<td><strong>Behaviours:</strong></td>
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<td>Works collaboratively with others</td>
<td>Essential</td>
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<td>Delivers a quality service</td>
<td>Essential</td>
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<td>Develops self and others</td>
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<td>Actively champions respect, inclusivity, equality and diversity</td>
<td>Essential</td>
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<td>Identifies and implements continuous improvement</td>
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