International Employability Officer

Department: Careers and Placements
Hours of work: Full-Time / 37 hours a week
Contract type: Open
Salary: £34,308 - £42,155 a year / Grade 6
Main purpose of the role

Careers and Placements provide expert assistance to our stakeholder groups in ways that allow us to influence the employability and employment of York graduates. We do this through the deployment of our recognised expertise in career guidance, employability, experiential learning and labour market knowledge. We nurture partnerships and provide access to relevant networks whilst delivering our offer at scale.

This new role seeks to further enhance the service already offered, specifically with an international student audience in mind. The postholder will conduct a needs assessment of our international students in order to improve our existing offer, and identify areas of new activity. The role holder will then work with colleagues from across the institution to implement the changes identified. The role holder will also develop a plan for how to best disseminate this information to students and staff.

A key purpose of this role is to share actionable insight about international employability with colleagues across the institution, especially within careers and placements. They will review existing services and processes through the lens of an international student viewpoint, and make recommendations on what changes can be made.

The role holder will also work to make our offer embedded into the wider student journey, making sure students are well informed before, during and after their time at York. As such, the role holder will work very closely with Student Recruitment and Marketing, International Recruitment (central and regional offices), both our Student Unions (YUSU and GSA), and the Office for Philanthropic Partnerships and Alumni (OPPA).

For more information, please email Tom Coward (tom.coward@york.ac.uk)

Key responsibilities

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

1. Role Specific Responsibilities

- Carry out research to identify good practice, and keep up with latest developments in careers support for different international student markets.
- Develop an excellent understanding of the international student experience and use this to suggest changes to our careers provision.
- Working with the Careers Information and Engagement Team to develop a communications strategy for international students through social media and promotional materials to create a strong employability narrative for international students.
- Developing accessible information and learning resources for use by colleagues. Such resources will need to raise awareness and build the career confidence of international students.
- To represent the international student employability agenda internally and externally as appropriate and to represent the University of York at relevant meetings and forums, conferences and Open Days.
- Collaborating with colleagues to design and deliver bespoke offers for different groups of international students.
- Collaborating with our Employer Engagement team to encourage employers to hire international students.
- Collaborating with our Alumni team to ensure the offer provided to international graduates is fit for purpose.
- Planning and organising events in collaboration with other colleagues.
- Contribute to defining the data requirements needed to inform service activity in relation to the international offer.
2. University of York Responsibilities for Grade 6

Service and Operational Delivery

- Oversee a responsive and proactive support service to ensure service expectations are met.
- Collect and analyse stakeholder feedback to help define needs and requirements and the design and planning of services.
- Contribute to operational leadership teams and decision making to shape the nature and level of support services.
- Implement changes to the design and development of a service.
- Accountable for delivery of a service within a defined area or defined responsibilities.
- Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
- Depending on the role, may be required to act as operational line manager - setting, monitoring and overseeing the work of the team on a day to day basis.
- 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

- Analyse service and operational delivery data and provide reports, making recommendations for improvement as appropriate.
- Ensure the review and improvement of systems and procedures in line with University frameworks.
- Review internal and external practice to identify opportunities for future improvements or efficiencies.
- Apply expertise to identify, understand and propose resolutions for issues or problems.
- Proactively identify opportunities for building personal knowledge and skills for self and others.
- Deliver knowledge sharing on specialist defined processes across the broader team.

Specialist Contribution

- Provide advice to stakeholders in relation to complex policies, procedures and regulations.
- Provide specific technical advice to ensure compliance with legislation, statutory duties, etc.
- Provide specialist expertise and support with complexity of data and information sources, providing interpretation and analysis.
- Carry out in-depth, complex investigations or searches; interrogate the information and data to identify trends and patterns.
- Deliver training, teaching and/or development delivery for stakeholders.

Collaboration and Communication

- Establish, maintain and develop productive and ongoing relationships with University stakeholders to create ideas for tactical service or operational delivery development.
- Build relationships and networks internally and externally to build and update knowledge and skills.
- Use a range of digital media and tools to communicate with a diverse range of key stakeholders.
Governance and Oversight

- Oversee activity to ensure all processes and transactions are delivered in line with regulatory and professional service and policy standards.
- Provide advice and training to stakeholders regarding compliance and regulations relating to the area of responsibility.
- Contribute to the creation or development of policy and procedures to take account of internal and external changes.
- Ensure activities and documents comply with internal University and external regulation, policy and procedures.

Planning and Organisation

- Plan, organise and prioritise own workload (and, where applicable, the workload of team members on a regular basis), taking into account operational needs and changing circumstances of the team over the short to mid term.
- Plan and manage longer term programmes of work, monitoring progress as required.
- Lead the delivery of projects to facilitate service operational change or play a role in University-wide 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>Knowledge of the Higher Education landscape and trends in international student experience in the UK</td>
<td>Essential</td>
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<td>Ability to undertake research into international employability and communicate key findings to colleagues</td>
<td>Essential</td>
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<td>Understanding the aspirations of, and issues and challenges faced by international students</td>
<td>Essential</td>
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<td>Ability to work with a wide range of internal and external stakeholders</td>
<td>Essential</td>
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<td>Experience of working with international students</td>
<td>Essential</td>
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<td>Able to plan and deliver an event (online and in person)</td>
<td>Essential</td>
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<td>Thorough understanding of the current graduate labour market and trends related to international student and graduate employment</td>
<td>Essential</td>
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<td>Flexible to occasionally work weekends and evenings</td>
<td>Essential</td>
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<tr>
<td>Plan, organise and prioritise own workload, taking into account operational needs and changing circumstances of the team over the short to mid term.</td>
<td>Essential</td>
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<td>Undergraduate degree or equivalent</td>
<td>Desirable</td>
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<td>Proficient in English and a language other than English, ideally Mandarin or Hindi</td>
<td>Desirable</td>
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<td>Qualification in Careers Guidance/Recruitment/HR or similar</td>
<td>Desirable</td>
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<td>A knowledge of education systems outside the UK</td>
<td>Desirable</td>
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### University of York Person Specification for Grade 6

### 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:

- Lead projects | Essential |
- Gather, analyse, interpret and report complex data/information | Essential |
| Use digital technologies including Google applications and/or Microsoft Office | Essential |
| Communicate effectively in verbal and written formats, including the use of a variety of digital tools | Essential |
| **Behaviours:** |  |
| Works collaboratively with others | Essential |
| Delivers a quality service | Essential |
| Develops self and others | Essential |
| Actively champions respect, inclusivity, equality and diversity | Essential |
| Identifies and implements continuous improvement | Essential |