

**University of Derby Job Description**

# **Job Summary**

## **Job Title**

Careers Experience Assistant

## **College/Department**

Business Engagement and Employability

## **Location**

Kedleston Road, Derby, DE22 1GB

## **Job Reference Number**

0592-21

## **Salary**

£21,007 to £22,627 per annum

## **Reports To**

Graduate Transitions Manager

## **Line Management Responsibility**

No

# **Job Description and Person Specification**

**Role Summary**

To provide excellent administrative and customer service to students, academics and community organisations in order to deliver a quality service for in curriculum work experience, student volunteering and students undertaking the Futures Award.

The role will require frequent interaction with students, academics and community organisations, excellent customer service skills and an understanding of the benefits of undertaking a wide range of career related experiences to enhance employability.

**Principal Accountabilities**

1. Provide administrative support and manage inboxes for volunteering, work experience and extra-curricular Futures Award activities provided and supported by the CES team including the volunteering brokerage and being the first point of contact for stakeholders by phone and email.
2. Build relationships with community organisations and monitor effectiveness of brokerage service.
3. Take responsibility for the administrative duties required to support the delivery of the volunteering service and work experience framework including:
   1. Supporting the development and operation of a database of work experience opportunities;
   2. Supporting the operation of a placement service, where appropriate, for specific schemes or to meet curriculum requirements for micro-placements and live briefs;
   3. Supporting with events, including the annual Volunteering Fair, Careers Fair and Employability Celebration Awards;
   4. Making effective use of technology and working within service requirements to increase efficiency and service quality;
   5. Completing required health and safety, insurance and quality checks and maintaining records. delivery of a volunteering service including:
4. Support the operation of the Futures Award and data inputting for student recognition on the HEAR;
5. Making effective use of technology and working within service requirements to increase efficiency and service quality, track progress and measure impact;
6. Support students to develop their understanding of how volunteering, work experience and the Futures Award enhances employability using a variety of methods, including face to face information and advice, workshops, resources, case studies and social media. Appropriately refer students to colleagues within the team for employability advice and guidance.
7. To maintain, and assist in the development of contact with employers and community organisation in order to expand the range of opportunities available to students and the quality of opportunity, in line with the employable student framework.
8. Work with the Senior Work Experience Officer to support academic colleagues with embedding work experience in the curriculum and provide administrative support including weekly reporting and tracking progress
9. Manage the administration of the online workflow for recording work experience, including monitoring effectiveness and suggesting amendments as appropriate.
10. Maintain a safe working environment and ensure compliance with legislation, equal opportunities, SENDA, DDA.

This is not a complete list of all duties and responsibilities, the post-holder may be required to undertake other duties commensurate with the level and skills/qualifications of this role.

# **Person Specification**

### **Essential Criteria**

#### **Qualifications**

* A Level or equivalent

#### **Experience**

* Experience of working in a University or service environment
* Excellent communication skills, verbal and written
* Experience using social media for professional purposes
* Excellent customer service skills
* Administrative experience

#### **Skills, Knowledge and Abilities**

* Excellent organisational skills and ability to review, refine and refresh processes
* Understanding of employability attributes and skills and the value of additional experience
* Ability to represent the service to internal departments and the University externally
* Ability to develop and maintain relations with external organisations
* Proficiency in working with standard IT applications, such as Microsoft Word
* Familiarity with databases and the ability to learn in-house systems
* Ability to prioritise workloads to meet the high demands of the service
* Attention to detail
* Excellent communication skills and the ability to communicate with various stakeholders

**Business requirements**

* Flexible and adaptable with the ability to work across teams, building relationships to ensure a good result and quality service

### **Desirable Criteria**

#### **Skills, Knowledge and Abilities**

* An understanding of volunteering and work experience with a general understanding of relevant legislation impacting on both areas
* An understanding of community organisations, local, regional and national
* Ability to maximise social media platforms and analytics to promote volunteering

# **Benefits**

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

The University of Derby is committed to promoting equality, diversity and inclusion. However you identify, we actively celebrate the knowledge, experience and talents each person brings

For more information on the benefits of working at the University of Derby go to [the Benefit pages of our website.](https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230)