

Job Description

Job Title: Careers Engagement Assistant
Department: University of London Careers Service
Section: The Careers Group
Level: 4

Job Purpose:	<p>The Careers Engagement Assistant role sits within the Engagement Team of the University of London Careers Service, which works with the distance and flexible learning students of the University of London.</p> <p>The Careers Engagement Assistant provides administrative support for our events programme and vacancy system and contributes to our marketing of alumni and employer led activities. This includes updating and maintaining our careers service management system with details of our events programme, liaising with alumni and employers attending our careers events, maintaining our vacancy site (including uploading adverts from employers). The post-holder will also be responsible for answering general enquiries from alumni, employers and students accessing our services, assisting with invoicing and booking in team meetings.</p> <p>The Careers Engagement Assistant will work alongside the wider University of London Careers Service team, University of London colleagues, our member institutions and our internationally based affiliated Teaching Centres to deliver our careers education programme providing administrative support as required.</p> <p>Part-time and job-share accepted.</p> <p>As part of the University of London, we are committed to promoting a diverse and inclusive working environment where we can all be ourselves and succeed.</p>
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Job Content:		
	<ol style="list-style-type: none"> 1. Administration of our employer and alumni led programmes of activities – e.g., registration of internal, and external participants, sending joining instructions, assisting with on the day administration and post activity feedback. 2. Responsible for uploading details of our events programme on our system (Target Connect). 3. Processing approvals for employers and vacancy adverts on our system Target Connect. 4. Creating posts for our social media channels to promote our services and activities to students and recent alumni. 5. Assisting in the collation of a range of data sources to enable us to create and disseminate reports related to our activities. 6. Assist in the creation of our online content including, but not limited to podcasts, video, and written content. 7. Assisting the Engagement Team and Careers Consultant Team in researching the labour market to develop increased knowledge for our colleagues and students. 8. Processing invoices and other finance requests. 9. Administration of internal recruitment processes. 10. To attend and play a full part in all The Careers Group meetings as appropriate. 11. To project, with all internal and external stakeholders, the aims and the objectives of University of London Careers Service and The Careers Group. 12. To agree and meet targets and to monitor impact of your work. 13. To develop confidence in using online tools and software, including VLE platforms, used to design and deliver engaging careers education. 14. To undertake any other activities as may be required by the Engagement Manager, Deputy Head of University of London Careers Service - Distance and Flexible Learning, Head of University of London Careers Service or the Director of The Careers Group. 15. To actively follow and promote the University of London policies, including the University's Dignity at Work and Equal Opportunities Policy and actively promote these wherever possible. 16. To maintain an awareness and observation of fire and health and safety regulations 17. Any other duties consistent with both the grade and scope of the post 18. Any other duties reasonably required of the postholder by the reporting manager. 	
Reports to:	Engagement Manager	
Additional demands of the role:	Role may involve some evening and weekend work.	

Person Specification

EXPERIENCE & PERSONAL QUALITIES

Essential:

- Excellent written and verbal communication skills.
- Experience with working with a range of stakeholders.
- Experience of working with databases and or CRM systems.
- Ability to work accurately and with a high level of attention to detail.
- Experience of writing engaging content for social media.
- Ability to work as a member of a diverse team, combined with the sense of responsibility needed to work unsupervised.
- Proven ability to meet tight deadlines, and manage personal workload through prioritisation, time management and organisation skills.

Desirable:

- Experience of producing high quality digital content. Including: webinars; podcasts; and video.

TECHNICAL KNOWLEDGE & SKILLS

Essential:

- Proficient in use of online event platforms.
- The ability to communicate clearly and appropriately with a range of audiences in a variety of different situations, including in situations which demand intercultural communication and sensitivity.
- Knowledge of social media management platforms and understanding of how to use these for professional communication.
- High-level professional and interpersonal skills required to build successful working alliances.
- Proficient in use of Microsoft Suite of Applications, including, but not limited to: Excel, Outlook, PowerPoint, Word, and Teams.
- Being willing to take up training in the systems and procedures required of the role.

Desirable:

- Experience of using creative tools for producing audio and video content (e.g. Audacity, Final Cut Pro or similar)
- Proficient in use of Client Relationship Management Systems.

EDUCATION & PROFESSIONAL QUALIFICATIONS

Essential:

- Educated to a degree level, or equivalent work-based experience.

Competency Requirements	Essential	Desirable
Academic Community focus	n/a	n/a
Adapting to change	B	C
Creativity and innovation	B	C
<i>International engagement</i>	B	C
Interpersonal understanding	A	B
Organisational commitment	B	C
Proactivity and planning	B	C
Problem solving and decision making	A	B
Resilience	B	C
<i>Staff development and commitment to learning</i>	C	D
<i>Stakeholder focus</i>	B	C
<i>Striving for excellence</i>	C	D
Working collaboratively with others	C	D
<p>Competencies are scored on an A-D scale, with D representing the highest demonstration of the competency.</p> <p>For further information on each of the competencies and relevant levels, please refer to the University's Competency Model:</p> <p>https://london.ac.uk/sites/default/files/governance/UoL-Consolidated-Competency-Model-%28Updated-Oct-2018%29.pdf</p>		