

Job Description and Person Specification

Last updated: 21/04/2023

JOB DESCRIPTION

Post title:	Careers Information Advisor		
Standard Occupation Code: (UKVI SOC CODE)	TBC – 41XX/421XX – Depends on Key Accountabilities		
School/Department:	Careers, Employability and Student Enterprise (CESE)		
Faculty:	Student Experience Directorate (SED)		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	3
Posts responsible to:	Information & Systems Manager		
Posts responsible for:	Application Support Interns, Careers Administrator (Info & Systems), Careers Administrator (Info & Data)		
Post base:	Office-based (see job hazard analysis)		

Job purpose

To work effectively as part of Careers, Employability and Student Enterprise (CESE) to provide specialist careers and employability information and advice for University of Southampton students and graduates. To deliver high quality 1:1 appointments, group workshops and events and contribute to the design, review and development of information and advice resources. To support the broader work of the Information Team to help deliver their programme of activities and lead in supporting information and advice initiatives for the wider Careers, Employability and Student Enterprise service.

Key accountabilities/primary responsibilities	% Time
<p>1. To provide specialist careers and employability information and advice for University of Southampton students and graduates, working in line with the Employability Action Plan, Education and Student Experience Strategic Plans and University Strategy. This includes:</p> <ul style="list-style-type: none"> • Deliver comprehensive careers and employability information and advice to students and graduates in line with accredited standards, codes of practice, legislative requirements, and guidelines • Provide careers and employability advice through 1:1 appointments, delivery of workshops / webinars, signposting to relevant support and opportunities across CESE and the broader University • Deliver, as part of the Information & Systems Team, careers information and advice services across all University of Southampton campuses, working closely with Student Hubs to maximise usage and minimise barriers, integrating use of the mobile careers centre • Support development of the application support function • Respond to requests from internal and external customers (eg Visa team, Study Abroad, International Office) to create, organise and deliver a variety of careers information and advice events (eg presentations, workshops), under the guidance of the Information and Systems Manager 	55 %

Key accountabilities/primary responsibilities		% Time
2.	<p>To support the core Information and Systems team by participating in service delivery including:</p> <ul style="list-style-type: none"> • Take the lead in information and advice projects (eg mentoring, guides & publications, website content) for the service under the guidance of the Information & Systems Manager • Design and deliver engaging information and advice events and marketing, producing content for webpages and digital content for relevant platforms, presentations and other communications, in line with the CESE visual identity guidelines • Evaluate the success of activities, from the perspective of both staff and students, using quantitative and qualitative data to inform future delivery, maintaining a culture of continuous improvement and innovation • To undertake a range of administrative activities for the Information team as required, including day to day back up support during busy periods / staff absence (eg CRM, front line service access, vacancy approvals) • To review procedures and processes, ensuring they are fit for purpose and maximise efficiency, making recommendations for improvements and implementing agreed changes. 	20 %
3.	<p>To develop and maintain the knowledge and skills necessary to effectively support client needs according to professional guidelines and quality standards, including:</p> <ul style="list-style-type: none"> • Up-to-date understanding of recruitment practices, in order to provide clients with feedback, coaching and support in preparing for applications, interviews and other selection methods • Up-to-date awareness of all CESE service delivery to enable effective signposting to all relevant offerings 	10 %
4.	<p>To contribute to broader initiatives to ensure a high quality, accessible and client centred service inc:</p> <ul style="list-style-type: none"> • Cross service / University projects, working groups or initiatives which support the achievement of Southampton's and CESE's objectives and enhancement of the student experience as part of SED, as determined by the Director of CESE. • Achievement and maintenance of agreed quality standards and external quality accreditation through on-going review of practices, contributions to the assessment process and the delivery of high quality, measurable outcomes (eg Customer Service Excellence, AGCAS Quality Membership Standard). • To develop and regularly update skills, through membership of and engagement with AGCAS learning opportunities, relevant training courses and good practice groups, to ensure current industry standards are met, maximising use of the AGCAS Professional Pathways to support career development. • To promote and exemplify inclusive working practices and strive for diversity within the organisation and its services, ensuring that that you are aware of and aligned with University of Southampton's strategic objectives on Equality and Diversity. • Participate as appropriate in cross-functional activities at times of peak demand to support colleagues across Student Experience Directorate (SED) such as international student registration, open days and student recruitment events; confirmation and clearing. 	10 %
5.	Any other duties as allocated by the line manager following consultation with the post holder.	5 %

Internal and external relationships
<p>Internal</p> <ul style="list-style-type: none"> • Student Body • All Student Services • All Professional Services (inc Student Hubs, Wellbeing) • All Faculties <p>External</p> <ul style="list-style-type: none"> • Graduates • Students' Union • HE Institutions

Internal and external relationships

- National Governing or Professional Bodies
- Members of the Public/Community Groups

Special Requirements

The post holder may be required to work from a variety of campus locations or visit students, customers or organisations external to the University and therefore must be willing to travel.

The post holder is expected to work flexibly to provide services to a range of customers. Occasional evening and weekend work may be required to support events and wider university commitments such as open days.

The ability to maintain a responsible and confidential approach to sensitive information.

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<p>Skill level equivalent to achievement of HNC, A-Level, NVQ3 with proven work experience acquired in relevant roles and job-related training.</p> <p>Experience of working with customers/clients in an advisory/ capacity or coaching role</p> <p>Depth of knowledge in the specialist field of Information, Advice and Guidance</p> <p>Competent in the use of Microsoft Office packages</p>	<p>Evidence of relevant training and/or qualifications for the specialist field of Information, Advice and Guidance</p> <p>Experience of managing customer queries and concerns</p> <p>Experience of managing informal complaints</p> <p>Able to apply a comprehensive understanding of relevant University systems and procedures and an awareness of activities in the broader work area</p> <p>Experience of organising events</p>	<p>Application</p> <p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p>
Planning and organising	<p>Ability to plan and prioritise a range of one's own standard and nonstandard work activities, working efficiently and effectively, including working to deadlines under pressure</p> <p>Able to successfully plan and deliver administrative projects over a period of several months (eg to co-ordinate an event)</p> <p>Ability to maintain clear and accurate records</p>		<p>Application/ interview</p> <p>Application/ interview</p> <p>Application / Interview</p>
Problem solving and initiative	<p>Able to identify and solve problems by applying judgement and initiative to tackle some situations in new ways and by developing improved work methods.</p> <p>Ability to use qualitative and quantitative data to critically evaluate, demonstrate and improve the effectiveness of activities</p> <p>Ability to use own initiative but recognise when to refer to a colleague or manager</p> <p>Experience of working innovatively and embracing new ways of working</p>		<p>Application/ interview</p> <p>Interview</p> <p>Application/ interview</p>
Management and teamwork	<p>Able to positively influence the way a team works together.</p> <p>Able to ensure staff are clear about changing work priorities and service</p>	<p>Successful supervisory experience.</p> <p>Experience of developing staff/colleagues through sharing</p>	<p>Application / Interview</p> <p>Application / Interview</p>

	<p>expectations.</p> <p>Able to effectively allocate to, and check work of staff, coaching/ training and motivating staff as required.</p>	best practice	Application / Interview
Communicating and influencing	<p>Ability to elicit information to identify specific customer/client needs and to offer related proactive advice and guidance</p> <p>Evidence of good networking skills including maintaining good partnership working with a range of colleagues</p> <p>Ability to prepare and present written and/or verbal information clearly and concisely to students and staff including the delivery of group presentations</p> <p>Ability to manage and coordinate effective communications and website development, and the ability to design and implement student and graduate engagement plans</p>	Ability to develop on-line resources	<p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p>
Other skills and behaviours	<p>A commitment to professionalism, actively supporting equality and diversity and the delivery of high-quality service and client satisfaction levels, both internally and externally</p> <p>Ability to systematically and rigorously evaluate the impact of service provision</p> <p>Regularly evaluate professional performance and reflect constructively using evidence to improve performance</p>	Ability to speak a second language	<p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p>
Special requirements	Ability to demonstrate understanding of role / motivation for applying	Ability to drive university vehicles (standard driving licence)	Application / Interview

JOB HAZARD ANALYSIS

Is this an office-based post?

<input checked="" type="checkbox"/> Yes	If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below.
<input type="checkbox"/> No	If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below. Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder.

- HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

ENVIRONMENTAL EXPOSURES	Occasionally (<30% of time)	Frequently (30-60% of time)	Constantly (> 60% of time)
Outside work			
Extremes of temperature (eg: fridge/ furnace)			
## Potential for exposure to body fluids			
## Noise (greater than 80 dba - 8 hrs twa)			
## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below:			
Frequent hand washing			
Ionising radiation			
EQUIPMENT/TOOLS/MACHINES USED			
## Food handling			
## Driving university vehicles (eg: car/van/LGV/PCV)			
## Use of latex gloves (prohibited unless specific clinical necessity)			
## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)			
PHYSICAL ABILITIES			
Load manual handling			
Repetitive crouching/kneeling/stooping			
Repetitive pulling/pushing			
Repetitive lifting			
Standing for prolonged periods			
Repetitive climbing (ie: steps, stools, ladders, stairs)			
Fine motor grips (eg: pipetting)			
Gross motor grips			
Repetitive reaching below shoulder height			
Repetitive reaching at shoulder height			
Repetitive reaching above shoulder height			
PSYCHOSOCIAL ISSUES			
Face to face contact with public			
Lone working			
## Shift work/night work/on call duties			