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| Last updated: | January 2023 | Job Evaluation: | <date> | JE Reference: | <reference> |

**JOB DESCRIPTION**

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| Post title: | **Careers Administrator (Work Experience)** | | |
| School/Department: | Careers, Employability and Student Enterprise | | |
| Faculty/Directorate: | Student Experience Directorate (SED) | | |
| Job Family: | Management, Specialist & Administrative (MSA) | Level: | 2b |
| Career Pathway (\*ERE): | n/a | | |
| Post title of Line Manager: | Work Experience Manager | | |
| Post title(s) responsible for: | None | | |
| Post base: | Office-based (see job hazard analysis) | | |

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| Job purpose |
| To work effectively to provide comprehensive and efficient administrative support to Careers, Employability and Student Enterprise and its customers including students, graduates, staff and employers.  This role will have a particular focus on the administrative processes associated with the core work experience programmes delivered by Careers, Employability and Student Enterprise, including UoS Internships, Year in Employment placements and Student Innovation Projects and Challenges. |

| Key accountabilities/primary responsibilities | | % Time |
| --- | --- | --- |
|  | The focus of this role is to apply a good working knowledge of relevant administrative systems to undertake designated admin processes, answer queries and resolve problems from colleagues and customers, escalating where appropriate, including:   * Responding to employer, student and staff enquiries, emails and answering initial phone queries * Processing for recruitment of students onto work experience initiatives, with a particular focus on UoS Internships * Checking all documentation is in place for work experience to proceed, such as internship agreements, letters of expectation etc. * Sending communications to students, employers and staff regarding promotion and progression of work experience * Booking, managing and uploading information to the MyCareer platform * Processing and monitoring student engagement and relevant data from core systems to provide updates to management on engagement and usage, including gathering feedback across work experience * Supporting the promotion of work experience by creating and scheduling social media posts, bulk and targeted email communications * Processing financial requests such as student expenses, employer grants etc * Exceptional record keeping | 50% |
|  | To support the core Careers, Employability and Student Enterprise (CESE) service by participating in delivery of:   * To contribute to the development of administrative systems, carrying out administrative processes and ensuring controls are in place to ensure accuracy and timeliness. * To analyse, manipulate and interpret complex information in order to compile detailed summary reports * To contribute to the design and preparation of information materials and record systems, including system testing * To process invoices and orders, making effective use of Business World (Agresso) financial administrative process as required. * To plan and prioritise own work activities with minimal supervision to support the achievement of CESE objectives * To work in collaboration with Careers Employability and Student Enterprise staff on departmental projects and/or working groups to achieve departmental objectives | 35% |
| 3. | To contribute to broader initiatives to ensure a high quality, accessible and client centred service inc:   * 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 (e.g., Customer Service Excellence, AGCAS Quality Membership Standard) * To develop and regularly update skills, through membership of 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% |
| 4. | Any other duties as allocated by the line manager following consultation with the post holder. | 5 % |

| Internal and external relationships |
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| Internal   * Student Body * Student Educations Services * Professional Services * Faculties * Office of the Vice Chancellor   External   * Graduates * Students’ Union * HEI Institutions * HEFCE, HESA, UCAS & BIS * National Governing/Professional Bodies * Employers * Suppliers and Contractors * Members of the Public/Community |

| Special Requirements of the Role |
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| 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. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable |
| **Qualifications, knowledge and experience** | Skill level equivalent to achievement of NVQ2, GCSE or City and Guilds.  Previous work experience within an administrative or relevant support role.  Able to demonstrate a sufficient knowledge of work systems, equipment processes and standard IT packages.  Able to produce clear, accurate and concise written documentation.  Experience of analysing data and presenting summary information clearly. | General knowledge of Higher Education Environment |
| **Expected Behaviours** | Able to apply and actively promote equality, diversity and inclusion principles to the responsibilities of the role.  ­Demonstrate the Southampton Behaviours and work with colleagues to embed them as a way of working within the team. |  |
| **Management and teamwork** | Ability to work effectively in a team environment and undertake partnership working with peers and stakeholders  Able to contribute to team efficiency through sharing information and constructively supporting others. |  |
| **Planning and organising** | Able to effectively organise allocated work activities and assist in the effective organisation of non-standard tasks and events.  Able to work well with minimum supervision. |  |
| **Problem solving and initiative** | Able to independently solve a range of problems by responding to varying circumstances, whilst working within standard procedures. |  |
| **Communicating and influencing** | Good interpersonal skills, demonstrated across a range of customers with varying requirements  Able to seek and clarify detail.  Proven written and verbal communication skills, comfortable using a variety of communication technologies  Able to prepare and present routine written and verbal information to students and staff, including in group environments |  |
| **Special requirements (of the postholder)** | Working hours may include rota pattern to cover opening hours, occasional evening and weekend working |  |

**Version Control**

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| Job description author |  | | |
| Evaluated by | Job Evaluation Panel | Date evaluated: |  |
| Career Pathway: |  | Unique Reference Number: |  |
| Amended: | Yes/No | Date amended: |  |
| Amendment author: | Name – Job Title |  |  |
| Re-evaluated: | Yes/No | Date re-evaluated: |  |

**JOB HAZARD ANALYSIS**

**Is this an office-based post, with routine hazards?**

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| Yes | This is an office-based post with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete/remove the section below. |
| Partly | This is an office-based post with some non-routine hazards (e.g.: contact with the public and/or shift work). Please complete the analysis below. |
| No | This is a non-office-based post and has some hazards. Please complete the analysis below. |

**HIRING MANAGER**

Please complete this section as accurately as possible to ensure the safety of the post-holder.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (e.g.: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (e.g.: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles (e.g.: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (e.g.: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (i.e.: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (e.g.: 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 |  |  |  |

## - 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.