

# Job Description and Person Specification

Last updated: 16/06/2023

## JOB DESCRIPTION

Post title:	<b>Student Opportunities Coordinator</b>		
School/Department:	Careers, Employability and Student Enterprise		
Faculty:	Student Experience Directorate (SED)		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	3
Posts responsible to:	Work Experience Manager		
Posts responsible for:	n/a		
Post base:	Office-based		

Job purpose
<p>To deliver specialist career development opportunities for University of Southampton students to engage in knowledge transfer activities with employers, including professional development and work experience opportunities that will enhance their graduate outcomes, in line with the University strategy.</p> <p>To take the lead in the delivery of one of a number of the work experience programme of activities, that include the Student Innovation Programme/Student Innovation Challenges, UoS Internships, International Internships, Year in Employment placements and any other work experience and employer insight opportunities that are developed.</p> <p>The role also supports the broader work of the Work Experience team to help deliver other parts of the programme of activities. This includes supporting the delivery of work experience programmes led by other team members during periods of high demand or reduced team capacity.</p>

Key accountabilities/primary responsibilities	% Time
<p>1. To implement and deliver an outstanding CESE work experience programme, in line with the Employability Action Plan, Education and Student Experience Strategic Plans, Knowledge Exchange and Enterprise Strategic Plan and University Strategy. This includes:</p> <ul style="list-style-type: none"> <li>• To provide comprehensive, effective and efficient coordination and delivery of the activities offered by the Work Experience Team and its stakeholders to a consistently high standard</li> <li>• To work with internal and external stakeholders throughout each opportunity to ensure students have a positive experience (eg check-ins with students, troubleshooting, assessing end-of-experience presentations)</li> <li>• To create and deliver presentations, workshops and individual student guidance sessions on work experience opportunities</li> <li>• To effectively prepare students for the work experience activities they undertake, ensuring that they are well equipped to deliver their roles and responsibilities, obtaining feedback during and after their experience to ascertain learning gain and next steps and to demonstrate the effectiveness of programme activities</li> <li>• To provide a point of contact for students while on placement / internship, providing advice and signposting to relevant support and opportunities across the Service and broader University</li> <li>• To be aware of and able to interpret relevant data sets (student engagement, Careers Registration, Graduate Outcomes) using them to maximise uptake of opportunities and target appropriate support to students and recent graduates</li> </ul>	45%
<p>2. To design and deliver an engaging work experience programme, that includes:</p> <ul style="list-style-type: none"> <li>• Deliver promotional events and marketing, producing innovative and creative content for webpages, presentations and other comms, working with Student Comms and other colleagues in CESE to maximise engagement</li> <li>• Implement and work within the CESE messaging and visual identity guidelines when promoting opportunities</li> <li>• Evaluate the success of activities, from the perspective of both employers and students, in conjunction with the Employer Engagement Team</li> </ul>	25 %
<p>3. To undertake a range of administrative activities for the Work Experience team, as required, including:</p> <ul style="list-style-type: none"> <li>• To review procedures and processes, ensuring they are fit for purpose and maximise efficiency, making recommendations for improvements where identified and implementing agreed changes</li> <li>• To monitor and administer accurate and up-to-date records of student/employer interactions and opportunities identified, secured, and completed, using systems including databases, InPlace (for placements) and Target Connect</li> <li>• To monitor and respond to emails in a professional and timely manner, seeking advice and guidance as needed</li> <li>• To undertake financial administration processes</li> <li>• To keep relevant documents up to date, including all guides and handbooks for students, and other materials for staff and providers as appropriate</li> </ul>	15 %

Key accountabilities/primary responsibilities		% Time
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"> <li>• 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</li> <li>• 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)</li> <li>• To develop and regularly update skills, through membership of and engagement with AGCAS, ASET and ISE (Institute of Student Employers) 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</li> <li>• 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 the Student Experience Directorate (SED) such as international student registration, open days and student recruitment events, confirmation and clearing</li> </ul>	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"> <li>• Student Body (including Southampton University Students' Union)</li> <li>• All Professional Services, especially Research and Innovation Services, Student Comms, Student Engagement</li> <li>• All Faculties, including Southampton Business School</li> </ul> <p>External</p> <ul style="list-style-type: none"> <li>• Employers</li> <li>• Staff in external organisations</li> <li>• National Governing/Professional Bodies inc AGCAS, ISE, ASET</li> <li>• Members of the Public/Community Groups</li> </ul>

Special Requirements
<p>Demonstrate Southampton University behaviours (Embedding Collegiality – see below).</p> <p>The post holder may be required to work from a variety of campus locations or visit students, employers and organisations external to the University and therefore must be willing to travel</p> <p>Occasional evening and weekend work may be required to support CESE events such as Careers Fairs and wider University commitments such as open days</p> <p>The ability to maintain a responsible and confidential approach to sensitive information</p>

## PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<p>A levels/HNC/or skill level equivalent with proven work experience, including English</p> <p>Experience of working with customers/clients in a similar or related role</p> <p>Depth of knowledge/proven work experience in marketing and communications, customer relationship management, project management</p> <p>Fully proficient in the use of the Microsoft Office suite of products</p>	<p>Experience of managing customer queries and concerns</p> <p>Experience of design and delivery of marketing and communications</p> <p>Financial administration</p>	<p>Application</p> <p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p>
Planning and organising	<p>Able to plan and prioritise a range of one's own standard and non-standard 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.</p> <p>Ability to maintain clear and accurate records</p> <p>Experience of organising events</p>		<p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p>
Problem solving and initiative	<p>Ability to identify and solve problems by applying initiative to tackle situations in new ways and by developing improved work methods</p> <p>Ability to use own initiative but recognise when to refer to a colleague or manager</p> <p>Ability to use qualitative and quantitative data to critically evaluate, demonstrate impact and improve the effectiveness of activities</p>		<p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p>
Management and teamwork	<p>Ability to work as part of a team whilst also being able to prioritise and manage own workload</p> <p>Able to positively influence teamwork</p> <p>Adaptability to changing work priorities</p>		<p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p>

Communicating and influencing	Ability to manage and coordinate effective social media communications and website development, and the ability to design and implement student and graduate engagement plans	Able to apply a comprehensive understanding of relevant University systems and procedures and an awareness of activities in the broader work area	Application / Interview
	Ability to elicit information to identify specific customer/client needs and to offer related proactive advice and guidance	Ability to develop on-line resources	Application / Interview
	Evidence of good networking skills including maintaining good partnership working with a range of colleagues	Experience of data analysis and manipulation	Application / Interview
	Ability to prepare and present written and/or verbal information clearly and concisely to students and staff including the delivery of group presentations	Able to understand cultural diversity	Application / Interview
	Able to deal with sensitive information in a confidential manner		Application / Interview
Other skills and behaviours	A commitment to professionalism, actively supporting equality and diversity and the delivery of high-quality service and client satisfaction levels, both internally and externally		Application / Interview
Special requirements	Ability to demonstrate understanding of role / motivation for applying		Application / Interview
	Willing to travel across all University campuses and visit external organisations		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			
<b>EQUIPMENT/TOOLS/MACHINES USED</b>			
## 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)			
<b>PHYSICAL ABILITIES</b>			
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			
<b>PSYCHOSOCIAL ISSUES</b>			
Face to face contact with public			
Lone working			
## Shift work/night work/on call duties			

## Appendix 1. Embedding Collegiality

Collegiality represents one of the four core principles of the University; Collegiality, Quality, Internationalisation and Sustainability. Our Southampton Behaviours set out our expectations of all staff across the University to support the achievement of our strategy.

All staff	Behaviour
<b>Personal Leadership</b>	I take personal responsibility for my own actions and an active approach towards my development
	I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly
	I show pride, passion and enthusiasm for our University community
	I demonstrate respect and build trust with an open and honest approach
<b>Working Together</b>	I work collaboratively and build productive relationships across our University and beyond
	I actively listen to others and communicate clearly and appropriately with everyone
	I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish
	I proactively work through challenge and conflict, considering others' views to achieve positive and productive outcomes
<b>Developing Others</b>	I help to create an environment that engages and motivates others
	I take time to support and enable people to be the best they can
	I recognise and value others' achievements, give praise and celebrate their success
	I deliver balanced feedback to enable others to improve their contribution
<b>Delivering Quality</b>	I identify opportunities and take action to be simply better
	I plan and prioritise efficiently and effectively, taking account of people, processes and resources
	I am accountable, for tackling issues, making difficult decisions and seeing them through to conclusion
	I encourage creativity and innovation to deliver workable solutions
<b>Driving Sustainability</b>	I consider the impact on people before taking decisions or actions that may affect them
	I embrace, enable and embed change effectively
	I regularly take account of external and internal factors, assessing the need to change and gaining support to move forward
	I take time to understand our University vision and direction and communicate this to others