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| Job Title: | Trainee Careers Adviser |
| Faculty/Department: | Student Development |
| Reporting to: | Head of Careers |
| Duration: | Continuing |
| Job Family: | Administration |
| Pay Band: | 6 |
| Benchmark Profile: | Administrator Band 6 |
| DBS Disclosure requirement: | N/A |
| Vacancy Reference: | TBC |

**Details Specific to the Post**

**Background and Context**

The University of Hull has adopted a new professional service delivery model following extensive consultation with stakeholders from across the University. The majority of professional services are centralised with a hub and spoke model ensuring that University-level central teams are operating efficiently to enable capacity for growth, are sharing knowledge and best practice to enable a consistent approach and driving continuous improvement. A single professional service culture for the University underpins close partnering and seamless service provision across professional staff in central and Faculty teams.

The Careers Service provides information, advice and guidance to students and recent graduates to develop their career readiness, employability skills and plans to achieve their career aspirations. As well as the design and delivery of a range of other student employability and development initiatives.

The Careers Service is located in the Student Development directorate of the University’s Academic Services portfolio, which provides services and support to students from the point of application to graduation, as well as teaching administration support to Faculties and Schools. The Academic Services team aims to ensure that students can articulate and achieve their goals, make the most of their time at the University, and access the support they need, when they need it.

**Specific Duties and Responsibilities of the post**

The role plays a vital part in the student experience, the retention of students on programmes and their eventual progression; with a particular focus on positively impacting progression metrics (Graduate Outcome Survey).

It is expected that the post holder will continuingly work to ensure professional and outstanding service delivery for the provision of careers information, advice and support. This is a demanding role and will require the ability to manage significant training and development alongside service delivery commitments.

Whilst dedicated off the job training time will be provided in line with apprenticeship standards, the post holder will be expected to manage their own learning and development commitments and ensure timely completion of apprenticeship assessment and portfolio evidence. This may require attendance at in person training involving national travel and short residentials.

The post holder will be an excellent communicator, committed to personal and professional development and be able to demonstrate exceptional interpersonal skills. They will bring a commitment to working in an inclusive manner, be adept at building effective working relationships with internal and external stakeholders and through the role develop knowledge, skills and professional practice to deliver services on an individual basis and in large and small groups.

Responsibilities

* Deliver careers and employability information, advice and support to students and graduates via appointments and drop ins.
* Triage and refer more complex Careers enquiries, requiring in depth Careers guidance to Careers Consultants and signpost students and graduates to other internal and external sources of support and opportunities.
* Deliver existing presentations and workshops as part of the co-curricular central programme.
* Develop and maintain a knowledge of the graduate labour market and career developments in the HE sector, via professional membership bodies or other sector wide networks
* Adhere to protocols for managing sensitive or critical interactions with students, ensuring compliance with applicable privacy policies and legislation, and escalating complex issues to senior staff as required.
* Ensure accurate information and appointment outcomes are recorded in the relevant enterprise systems and appropriate follow-up is undertaken.
* Work collaboratively with staff responsible for data and intelligence to support the effective delivery of services, contributing insights to enhance responsiveness and efficiency.
* Ensure that University policies, codes and regulations are met in the delivery of the service.
* Engage effectively with the technology deployed in the Careers team and contribute suggestions for improvements to processes and procedures, under the guidance of senior staff.

**General**

During peak times, there are restrictions on taking leave.

Staff in all areas will be required to support university events such as Open Days, Registration and Graduation Ceremonies.

**GENERIC JOB DESCRIPTION**

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

**Overall Purpose of the Role**

* The role holder:
  + Will have practical working knowledge of the systems, processes and procedures across a section or area of work
  + May have detailed knowledge of specialist systems and/or a broad understanding of a wide range of activities. This knowledge is gained by extensive practical experience and/or through formal instruction
  + Will be expected to contribute to longer term developments within the department such as implementing improvements to working methods, policies and procedure
  + Will plan and prioritise own work and may be required to supervise the work of others and monitor progress within agreed objectives ensuring the effective use of resources
  + Will have gained a professional qualification (or are working towards) and/or vocational or professional experience
  + The work requires the use of initiative and judgement on how to address and resolve problems with minimal guidance and instructions from senior colleagues.

**Main Work Activities**

**Communication**

1. Provide information, advice and support to students, academics, colleagues and others external to the University
2. Deliver established presentations to communicate information across Faculty/Dept/University
3. Attend meetings to report on information/data
4. Take notes and produce formal minutes at meetings when required
5. Format and edit publications
6. Draft formal documentation
7. Compile procedural manuals and other University documentation
8. Write and maintain web pages

**Teamwork**

* May be required to supervise the work of others
* Provides advice and guidance to other members of the team

**Liaison and Networking**

* Proactively develop and maintain internal and external contacts to benefit the University
* Participate in networks internally and/or externally

**Service Delivery**

* Provide administrative support to colleagues including academic and administrative staff
* Provide administrative support to specific projects as required
* Manage small projects that contribute to improving service delivery
* Develop and maintain systems and processes to ensure effective delivery of the service

**Planning and Organisation**

* Organise and represent the area and University at events
* Plan and monitor the work of others
* Co-ordinate departmental processes in conjunction with senior colleagues
* Organise, prepare and service committees as appropriate
* Contribute to the longer term operational planning of the Faculty/Department

**Analysis/Reporting**

* Record data and produce regular reports as required using Microsoft Office, other software and corporate systems
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* Create spreadsheets to record relevant information
* Provide and analyse statistical information to be included in relevant reports
* Use databases (internal/external) to support the work of the department

**Additionally the post holder will be required to:**

* Fulfil the employees’ duties described in the University’s health and safety policies and co-operate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, departmental safety officer, fire warden
* Show a commitment to diversity, equal opportunities and anti-discriminatory practices This includes undertaking mandatory equality and diversity training
* Comply with University regulations, policies and procedures

**COMPETENCY SPECIFICATION**

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

**The Competencies set out below are essential and are core requirements** needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

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| **Competency** | **Identified by** |
| **Knowledge and Experience** |  |
| A relevant degree. | **Application/Interview** |
| Can demonstrate a full understanding of a professional or specialised area of work that relates to Student Services | **Application/Interview** |
| Can demonstrate a full understanding of an area of work relating to the provision of information, advice and guidance in an educational setting. | **Application/Interview** |
| Can demonstrate an understanding of approaches to supporting employability within Higher Education. | **Application/Interview** |
| Has an active approach to continuing professional development/undertaking training as appropriate for personal and professional development.  Can demonstrate the ability to use a broad range of products from the Microsoft Office suite and have the ability to learn new systems and software. | **Application/Interview**  **Application/Interview** |
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| **Communication (Oral and Written)**  Can demonstrate the ability to provide information in a suitable format so that the others’ needs are met and adjusts the level of content to help others understand. | **Application/Interview** |
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| **Teamwork and Motivation**  Can demonstrate the ability to delegate work to others and/or help to build co-operation to deliver team results. | **Application/Interview** |
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| **Liaison and Networking**  Can demonstrate the ability to make contact with others to ensure that information is exchanged and circulated appropriately to the right person at the right time. | **Application/Interview** |
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| **Service Delivery**  Can demonstrate the ability to seek ways to improve and adjust current levels of service. Deals with complaints and initiates contact with customers to obtain their reactions and views about the service and future needs. | **Application/Interview** |
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| **Planning and Organisation**  Can demonstrate the ability to ensure that the work is carried out effectively and that resources are available to meet demand. Identifies the need for further action and resources by monitoring progress. | **Application/Interview** |
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| **Initiative and Problem Solving**  Can demonstrate the ability to use initiative to recognise problems and offer solutions. | **Application/Interview** |
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| **Analysis/Reporting**Can demonstrate the ability to identify and use a range of data, with the ability to combine various data types to produce reports and perform basic analysis. | **Application/Interview** |
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| **Teaching and Learning support**  Provides support and guidance to groups of learners and individuals using pre-designed content and materials. Contributes feedback to improve learning events under the guidance of senior staff. Engages with available learning technologies and demonstrates a commitment to advancing personal skills in delivering established learning activities. | **Application/Interview** |