



**Job title:** Careers & Employability Information Administrator

**Reports to:** Career Development and Information Manager

**Department/School:** Student Operations & Support

**Location:** Moulsecoomb

**Grade:** 4

**Purpose of the role**

The purpose of this role is to support the Careers and Employability team to manage information resources and student enquiries as well as day to day administration in the team. The role will provide front-line support to the wider Careers and Employability team and support students and other stakeholders with using the Careers and Employability team IT system, Careers Connect.

**Line management responsibility for: None**

**Main areas of responsibility:**

* To be the first point of contact for the Careers & Employability team at the Moulsecoomb Campus for a variety of visitors including students, staff and employers. Providing an efficient and effective information and triage service, offering assistance, information and advice, signposting to other services within the directorate as necessary, in person, by telephone, email or via the university’s student enquiry management system. Ensuring a high level of customer service, which may be presented face to face, email and on-line.
* To offer first line support to students, employers and colleagues with day-to-day system enquiries when using the Careers Connect system and helping to grow user confidence.  Having a full and comprehensive understanding of how the system works for booking appointments, events and managing the vacancy service. To work closely with the ICT Development Officer for Student Operations and Support to escalate any more technical issues.
* To enable students and graduates to make best use of the careers information available including providing guidance or training in using directories, the internet, databases and other resources to research careers information. To direct students/graduates in the use of Careers Connect in order to ensure that they have access to advice and guidance appointments, careers events, and job, placement, internship and volunteering opportunities when they need them.
* In partnership with colleagues in the Careers Centre take responsibility for updating information content which is used by the careers and employability team both online and in printed format. Ensuring information is collected in line with the Careers Information Collection Policy and relevant legislation regarding equal opportunities, data protection and copyright.
* To respond to careers and labour market information enquiries providing more detailed careers information, in person and by telephone, post, email and online and recommending appropriate sources of further information.
* To assist the Employer Engagement and Events Administrator in the provision of a vacancy handling service, including dealing with enquiries from students, and the processing and distribution of vacancies for employers. Ensure vacancies are appropriate for and accessible to students and graduates.
* To assist with special projects, events or initiatives appropriate to the grade of this post including but not limited to attending careers fairs. To support the work of the Careers and Employability team at times of high workload and demand.
* To take part in marketing and publicity activites using both physical and electronic media, to students, graduates, staff and employers. This includes oversight of the Careers and Employability Blog and supporting social media activities.
* To provide administrative support to the Careers and Employability team and general office support.

**General responsibilities**

These are standard to all University of Brighton job descriptions.

* To undertake other duties appropriate to the grade and character of work as may be reasonably required, including specific duties of a similar or lesser grade.
* To adhere to the University’s Equality, Diversity, and Inclusion Policy in all activities, and to actively promote equality of opportunity wherever possible.
* To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act.
* To work in accordance with the Data Protection Act 2018 and UK GDPR

**Person Specification**

The person specification focuses on the knowledge, skills and abilities, qualifications, and the experience required to undertake the role effectively. Please ensure that your application demonstrates how you meet the essential criteria. You will be assessed by your completed application form **(A),** at interview **(I)** and in some instances through an exercise **(E**); these are shown at the end of each criteria.

**Essential Criteria**

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| --- |
| **Knowledge, skills, and abilities** |
| * Able to provide excellent customer service **A, I**
* Able to take responsibility for providing information and advice and working to service guidelines. **A, I**
* Effective team-working skills, able to work collaboratively and flexibly with others to ensure effective service delivery/share good practice. Developing effective professional relationships with colleagues. **A, I**
* Able to work independently with a minimum of supervision, able to resolve situations, be proactive and take initiative and make autonomous decisions. **A, I**
* Work proactively, collaboratively and flexibly with others to ensure efficient service delivery and share good practice. **I**
* Proficiency in the Microsoft suite of packages and have experience of using databases/other packages. **A, I**
* Aptitude to learn new online systems, and ability to explain and clarify processes and procedures to others. **A, I**
* Confidence using digital media such as social media, websites and other communications tools. **A, I**
* Able to demonstrate where you have had to communicate complex or difficult information to a range of audiences. Being able to interpret, apply and communicate regulations and procedures with sensitivity and diplomacy. **A, I**
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| **Qualifications** |
| * Good standard of secondary education or equivalent experience. **A**
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| **Experience** |
| * Experience of managing administrative processes and reception/customer facing work. **A, I**
* Experience of planning, prioritising and managing a range of work activities, including enquiries received through different routes,responding to varying peaks in demand, within service level agreements. **A, I**
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* Any appointment is generally made at the bottom of the salary range for the grade dependent upon experience and previous salary.
* The University of Brighton welcomes job sharers. Job sharing is a way of working where two people share one full-time job, dividing the work, responsibilities, pay, holidays, and other benefits between them proportionate to the hours each works, thereby increasing access to a wide range of jobs on a part-time basis. The advert for the post for which you are applying will indicate whether applications from job sharers can be considered (this may not be possible for a post that is already part time for example). Refer to the ‘Balancing Working Life’ section on our website here: [Benefits and facilities](https://www.brighton.ac.uk/about-us/working-with-us/jobs/benefits-and-facilities.aspx).
* Annual leave entitlements are shown in the table below and increase after 5 years’ service. In addition, to the eight Bank Holidays, there are university discretionary days between Christmas and New Year. All leave, including bank holidays and discretionary days, is pro-rated for part time employees.

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| --- | --- | --- | --- |
|  | **Annual entitlement per grade** | **Grades** | **After 5 years’ service** |
| 1-3 | 23 days | 1-3 | 28 days |
| 4-7 | 25 days | 4-7 | 30 days |
| 8-9 | 27 days | 8-9 | 30 days |
| Band 10 and above | 30 days | Band 10 and above | 30 days |

* More information about the department/school can be found here [Professional Services Departments](https://www.brighton.ac.uk/about-us/contact-us/professional-services-departments/index.aspx) or here [Academic Departments](https://www.brighton.ac.uk/about-us/contact-us/academic-departments/index.aspx).
* Read the University’s [Strategy 2019 - 2025](https://www.brighton.ac.uk/practical-wisdom/index.aspx)
* The University has an attractive range of benefits, and you can find more information about them on our [website](https://www.brighton.ac.uk/about-us/working-with-us/jobs/benefits-and-facilities.aspx).

Date: Dec 2024