

Employability Development Officer

REQ190061

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Loughborough University is highly regarded for the quality and range of careers, employability and placements support provided to students and graduate. Employability Development Officers (EDOs) work within the Careers Network (CN) team supporting Careers Consultants in the delivery of services supporting the University's and Careers Network strategy to inspire students and graduates to realise their potential.

Job Description

Job Grade: AD5

Job Purpose

Reporting to a Career Consultant(s) the EDO will support the delivery of a range of services to clients both within a specific academic School and centrally, designed to optimise career confidence, employability skills, work experience and personal development. The current caseload for this post is the School of Business and Economics and supporting international student activities.

The EDO will also provide administrative support and co-ordination for initiatives and projects designed to enhance student/graduate employability and contribute to enhanced student experiences and graduate outcomes.

Job Duties

Students / Graduates:

- To provide consistently high quality information and advice services to students, in person in their School and in the central service, by email, online or on the phone.
- To work closely with staff and students in academic Schools to understand and enhance student motivation and engagement with careers and employability topics.
- To provide first-line information and advice to students in 'drop-in' and 'quick-advice' sessions on topics including CVs, job-search skills, and preparing for placements and work experience.
- To conduct individual meetings, group presentations and workshops for students.
- To use available tools and media channels to promote relevant vacancies and opportunities directly to students in the School(s).
- To liaise with students and their representatives in order to understand student demand and preferences, and to help structure provision accordingly.
- To review and provide feedback on student submissions related to skills development.
- To gain responses and evaluations from students and to work with Career Consultant(s) to tailor services provision.

Employers:

- To visit employers and professional bodies to gain and update knowledge of company, sector and wider labour market trends and opportunities, recruitment processes and policies, cultures and progression opportunities.

- In liaison with the CN employer engagement team to encourage and support employer input to activities and events.
- To use any contact with employers to maximise the range of opportunities being offered to students, and then to stimulate student engagement with events and opportunities.
- To research and collate employer demand for skills and to regularly collate accurate labour market information relevant to the School and the programmes of study. To contribute to team labour market intelligence.

Colleagues:

- To work positively and collaboratively with colleagues in the academic Schools, the careers guidance and employability team, placements and employer engagement teams.
- To take on additional project co-ordination and administration responsibilities and to support colleagues in the delivery of a range of student skills development activities and in the achievement of all related goals.
- To network and work with colleagues across the University and within the Students' Union, contributing to projects and initiatives as agreed with line manager.
- To contribute to team performance, including assisting colleagues in the provision of services for students in other Schools.

General:

- To ensure excellent client service is provided at all times.
- To provide administrative support and co-ordination on selected projects and schemes, such as skills programmes, mentoring/networking and work-experience opportunities
- To research and maintain relevant information resources and make available to students, including updating relevant web-pages.
- To write and update online and printed marketing materials and social media to optimise student engagement.
- To use social media to communicate with stakeholders
- To assist with the annual Destination of Leavers in Higher Education survey by checking completed forms and coding data
- To comply with all procedures and processes related to the role with a high degree of accuracy.
- To administer relevant sections and entries on student, company and opportunities databases and systems. Ensuring opportunities are effectively promoted to students.
- To co-ordinate arrangements for events and activities including room bookings, refreshments and monitoring budgets.
- To generate and interpret reports, case studies and statistical information as required.
- To consider and contribute to the development and continuous improvement of services, projects and processes, prioritising the needs and experiences of service beneficiaries and colleagues.
- To attend and contribute to external meetings and conferences as required.
- To undertake any training and other duties commensurate with the nature and grade of the post as and when required by designated line manager or senior management.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Careers Consultant for the School of Business and Economics.

Person Specification

Your application will be reviewed with respect to meeting the essential and desirable criteria listed below. Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Experience of providing careers information and advice to students or other relevant client groups.	1,3
	Significant experience in a customer service role.	1,3
	Significant experience with administration and computer database management.	1,3
	Experience of project involvement in a busy office environment.	1,3
	Experience of working with external or internal partners, such as employers, suppliers or other departments.	1,3
Skills and abilities	Excellent communication and interpersonal skills – able to communicate appropriately and professionally at all levels.	1,2,3
	Skilled in the provision of information, and advice to clients or customers.	1,3
	Group presentation skills.	1,2,3
	Positive 'can do' attitude.	1,3
	Skilled in the co-ordination and/or contributing to project work	1,3
	Able to learn, assimilate, interpret and apply complex new information.	1,3
	Ability to work as part of a team, with evidence of contribution to team success.	1,3
	Goal oriented, with evidence of target achievement.	1,3
	High degree of personal initiative, with a solution-led approach to problems and challenges.	1,3
	Flexibility and adaptability – responding positively to change and new initiatives.	1,3
	Able to organise and prioritise own workload, often whilst under pressure	1,3
	Able to manage and satisfy the, sometimes conflicting, demands of a range of stakeholders.	1,3
	High degree of accuracy and attention to detail, whilst working to tight deadlines.	1,3
	Confident in the use of social media to communicate with stakeholders.	1,3
	Excellent level of written and spoken English.	1,3
Research and report writing skills.	1,3	

	Good numerical skills.	1,3
	Excellent general MS Office skills (Word, Excel, Outlook email, Powerpoint, Access).	1,3
Training	A commitment to ongoing personal development, training, learning and adopting new skills and procedures.	1,3
Qualifications	A level or equivalent, plus 5 GCSEs (A-C) incl. Maths and English, or considerable relevant professional experience.	1
Other	Discretion, sensitivity and ability to maintain strict confidentiality. Able and willing to work outside standard hours if required.	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a student-facing role in HE.	1,3
	Experience and success in a careers related role.	1,3
Skills and abilities	Formal recognition of excellence in customer service provision.	1,3
	Experience of delivering interactive workshops.	1,3
	Enhanced database experience and/or management skills.	1,3
Qualifications	University degree qualification.	1

Conditions of Service

The position is full-time and open-ended. Salary will be on Administrative Services Grade 5, (£24,771 – £29,515 per annum), at a starting salary commensurate with experience and qualifications and to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Grades 1-5 Staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>