

## Events and Opportunities Associate

REQ250618

### Full-time, Open-ended

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

### About Student Services and Careers Network

Loughborough University is highly regarded for the quality of careers, employability and enterprise support provided to students and graduates. Our Careers Network (CN) sits with the Students Services department and provides a wide range of advice, guidance and support services and events and activities for students, graduates and other stakeholders including a wide range of employer partners.

Student Services encompasses a wide range of the support and skills development opportunities available for students and graduates at Loughborough. This includes Careers Advice, Student and Graduate Enterprise, Wellbeing Support, Student Advice and Guidance, Student Life, the Wardens Service and Security. In total, the department employs around 180 staff. Student Services and the Careers Network is at the heart of enabling the University's strategic ambition to provide all students with a life-shaping student experience and the support required to maximise their graduate outcomes.

### Job Description

#### Job Grade

Administrative Services Grade 4

#### Job Purpose

To work as a member of the Careers Network Events Team to provide administrative and customer service support for the organisation of on-campus work opportunities (e.g., placement and graduate), recruitment activities and events. To promote work opportunities (e.g., Talent Match Internships) to Loughborough students and graduates, and to liaise with employers, students and university staff, as well as other external stakeholders, building and maintaining relationships.

This role will require a willingness to engage with duties across the wider Careers Network, supporting service-wide projects relating to both Careers Events, Marketing and Work Opportunities.

#### Job Duties

- To contribute to the Work Opportunities and Events Team by maintaining responsibility for the employer invitation and booking administration process for Careers Fairs and on-campus events. This includes logging and collating all responses accurately and providing regular updates on employer engagement to the Events Coordinator and Work Opportunities and Events Manager.
- To regularly monitor the Employer Services email inbox, responding both promptly and appropriately to all messages and enquiries (email/phone) and acting as a key point of contact for employer engagement activity. Including escalating to senior colleagues as required.
- To provide a high-level of customer service to all clients (employers and students/graduates). This may include representatives of FTSE100, high-profile, national and international organisations. You will provide general event logistics support and assist in the cross-selling of additional services to employers as appropriate.

- To support the design and delivery of creative and innovative promotional/marketing activity through new and existing channels (e.g., social media, webpages, internal comms, academic schools) helping to raise the profile of Careers Network and increase engagement from students, graduates and employers. Including effective promotion of key projects/activities such as Fairs, Talent Match and Personal Best.
- To support the wider Work Opportunities and Events Team to maintain accurate records of key projects/activities on our systems (e.g., Target Connect and Co-Tutor), including monitoring, analysing and reporting re: student, graduate and employer engagement with Work Ops projects and Careers events. To inform development and report back to key stakeholders.
- To support the Work Opportunities and Events Team with the organisation and set-up of Careers Fairs and other employer events, including pre-event preparations, on the day set-up and set-down, Health/Safety and Security issues (as appropriate and with support from management). Including supporting with Careers Fair finance recording, monitoring and processing.
- To collate and compile company information to generate professional/online programmes, resources and materials for students attending Careers Fairs and employer events or engaging in Work Ops activities (e.g., Talent Match). This includes liaising with Creative and Print Services over design, layout and content and regularly updating webpage content for Careers Network.
- To support the wider Careers Network team in their communications with relevant employers using selected and appropriate media and networking opportunities to build and extend stakeholder relationships and to assist the service more broadly with other income generation activities or key projects (Employability Festivals).
- To contribute to the delivery of 1:1 advice, information and guidance on general careers and employability topics (including CVs, cover letters, interviews and signposting re: student enterprise and further study as appropriate) to both students and graduates through Careers Hubs and appointments.
- To provide cover and support for Work Opportunities and Events / Careers Network colleagues at busy times and in cases of absence, by undertaking duties and responsibilities which are commensurate with the grade and nature of this post.

### 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.

Loughborough University operates a [Dynamic Working](#) policy. Please find the [key principles we work to](#) here. As a student-facing service, Careers Network expects all colleagues to adhere to these as part of their role. While some remote working will be supported (e.g., out of term time / during non-peak periods in particular), it is expected that the majority of your time (e.g., a minimum of 3 days during term-time) will be spent on campus to ensure we successfully meet operational needs, support the team's effectiveness and create and sustain a positive team culture.

Some out of hours work (evening and weekends) may be required but reasonable notice will be provided where this applies.

### 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 Equity & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equity & Diversity legislation and University policies/procedures.

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

## Organisational Responsibility

Reports to the Events Coordinator

## PERSON SPECIFICATION

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

<b>Experience</b>	Experience of collating, maintaining and tracking information, from a variety of sources.	1,2,3
	A proven track record of undertaking high level, responsible customer service duties and of organising or delivering large-scale events or marketing campaigns.	1,3
	Experience of working in a target driven environment achieving key performance indicators.	1,3
	Experience of working independently and successfully in a team.	1,3
<b>Skills and Abilities</b>	A high degree of accuracy and attention to detail.	1,2,3
	Strong interpersonal skills with the ability to establish effective relationships at all levels, e.g., with students and external partners, including employers.	1,3
	Flexibility, adaptability and resilience – responding positively to change and new initiatives.	1,3
	Able to organise and prioritise own workload, often whilst under pressure, managing competing priorities and meeting deadlines.	1,3
	Developed listening and verbal communication skills.	1,3
	An ability to show accountability for own workload.	1,3
	A positive, can-do attitude and a strong work ethic.	1,3
<b>Qualifications</b>	A-levels or equivalent experience.	1,3
<b>Training</b>	A commitment to ongoing personal development and a willingness to train, learn and adopt new procedures as required.	1,3

### Desirable Criteria

<b>Experience</b>	Knowledge of graduate/student recruitment and / or employer engagement activities.	1,3
	Experience of using a customer relationship management system.	1,3
	Experience of using social media to run marketing campaigns, promote events and activities and to engage key stakeholders.	1,3
	Experience of finance related matters such as compiling invoices and PO numbers and / or developing sponsorship ideas.	1,3

<b>Skills and Abilities</b>	Knowledge of how to write for the web.	1,3
<b>Qualifications</b>	Degree level (or equivalent experience).	1,3

### Conditions of Service

The position is full-time and open-ended working 37 hours per week. Salary will be on Administrative Services Grade 4, £26,527 to £28,381 pro rata per annum, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's Terms and Conditions of Employment for grades 1 to 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 several family-friendly policies which can be found [here](#).

The University offers a wide range of employee benefits which can be found [here](#).

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/>