**JOB DESCRIPTION**

**POST: Careers Adviser**

**LOCATION: UCFB Wembley Campus, London**

**SALARY: Up to £24,500 per annum, depending upon qualifications and experience (plus a £3000 London Weighting allowance if applicable)**

**POST OBJECTIVES:**

Front line delivery of a friendly, professional, efficient and client focused IAG service. The role will include organising careers fairs, supporting student and alumni in career and employability development and related activities, signposting needs where appropriate and deliver an excellent student experience. Demonstrating a genuine commitment to excellent customer service and collaborative team-working, applicants will be expected to have proficient skills and experience in information, advice and guidance, work independently and be able to communicate effectively with staff, students, graduates and external visitors.

**KEY TASKS:**

* Be the first point of contact for the Careers service, and handling emails, phone calls, face to face (drop-in and pre booked appointments), social media and instant messaging
* Provide front line delivery of a professional and client focused careers service to students, alumni and staff including:
* Holding 1:1 or small group interviews with students and graduates
* Offering accurate and relevant information, advice and guidance on CV, applications, job hunting and interview techniques
* Helping students and graduates identify skills gaps and how to deal with them
* Helping students and graduates to create action plans for employment, education and training and supporting them to achieve these goals
* Ensuring effective signposting of enquirers to appropriate services where appropriate
* To be proactive in terms of creating and delivering relevant workshops, presentations and employability programmes to all students
* Supporting the promotion of employability and work experience, e.g. volunteering opportunities, internships and job opportunities
* Organising student careers fairs
* Keeping up to date with labour market information, legislation, and professional and academic developments by visiting employers, training providers and training events run by educational and professional bodies
* Maintaining accurate records of enquiries
* Maintain, as part of the Employability & Enrichment staff team, a range of data systems to meet all anticipated requirements for:
* Internal and external requirements, including reporting, monitoring and evaluation of services
* Strategic planning needs
* Student and staff needs
* Produce, as part of the Careers service team, a range of effective information and guidance resources that promote the careers service effectively to different client groups including guides, templates, newsletters, leaflets, posters and web-based materials. This will include maintaining careers service related social media or student communication channels.
* Undertaking general administrative duties and support, including:
* General office related and administrative duties to ensure the effective operation of the careers and related activities, including cover to other services where required
* Maintain accurate records relating to enquiries and support
* Support with the hosting and arranging of events
* UCFB Services where required, including Student Service, Students’ Union and Sports Union
* Liaise with academic and professional service departments and third parties to provide a joined up service to students
* Deal with sensitive, confidential and personal student-related matters signposting and referring appropriately to relevant information sources and specialist services
* Maintain high levels of student satisfaction rates
* To undertake appropriate staff development and professional training in line with the business objectives of UCFB
* To work within the policies of Health and Safety and Equal Opportunities
* To work flexibly and responsibly and undertake any other duties relevant to the level of the post

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| **Person Specification** | | | |
| **HEI:** UCFB | | **Location:** UCFB Wembley | |
| **Department:** Employability and Enrichment | | **Responsible to:** Employability and Enrichment Manager | |
| **REQUIREMENTS** | **ESSENTIAL** | **DESIRABLE** | **METHOD OF ASSESSMENT\*** |
| **1. Qualifications & Training** | NVQ Level 4 in IAG or Career Guidance or relevant equivalent qualification | Postgraduate qualification in careers guidance or relevant equivalent qualification | 1 |
| **2. Previous Work Experience** | Experience of IAG service delivery, within a Careers & Employability context  Interviewing individual and groups of students and alumni |  | 1, 2 & 4 |
| **3. Specific Knowledge/ Skills/ Abilities Required** | Excellent communication skills  Excellent interviewing skills  Good time-keeping skills  Ability to work on your own initiative  Effective team-working skills  Knowledge of issues surrounding confidentiality and data protection  Ability to work alongside peers and academic staff | Knowledge of the full range of MS software including MS Excel, MS Word, MS Access and MS Outlook | 1, 2, 3 & 4 |
| **4. Motivation/ Attitude** | Professional approach to work  Reliable  Organisational Skills  Flexibility  Excellent interpersonal skills  Attention to detail |  | 1, 2 & 4 |
| **\*1=Application Form; 2=Interview; 3=Test/Presentation; 4=Documentary Evidence** | | | |

**Terms and Conditions of Employment Relevant to the Post**

**Job Title:** Careers Adviser

**Hours:** 8:30 am – 5:00 pm, full time

**Salary:** Up to £24,500 per annum, depending upon qualifications and experience (plus a £3000 London Weighting allowance if applicable)

**Work Base:** UCFB Wembley Campus, but any of UCFB’s premises as may be required

**Holidays:** 33 days paid holidays, including the usual public holidays in England and Wales

**Benefits:** Christmas/ New Year closure period (10 discretionary days inclusive of bank holidays), cycle to work, Perkbox, birthday off, annual staff events, pension (statutory auto-enrolment scheme), occupational maternity/ paternity pay after qualifying period

**Subject to:**

*Satisfactory DBS check*

*Satisfactory completion of the Probationary period*

*Right to Work in the UK: Compliance with Asylum and Immigration Act 1996 and Immigration and Asylum and Nationality Act 2006*

*Evidence of stated qualifications relevant to the post*

*Evidence of membership of relevant professional bodies as stipulated by the post*

*Not being subject to a Football Banning Order or any lawful prohibition on entering a football stadium in the UK*