

**Job Description for the Post of  
Employment Services Co-ordinator (Ref: SS09/3)**

1. **General details**

Job Title:	Employment Services Co-ordinator
Location:	Student Office, Careers Centre
Normal workbase:	Stoke Campus
Tenure:	Fixed term for 2 years
Salary:	Grade 4 currently £18,026 - £20,833 per annum

2. **Job Purpose**

To enhance the employability of our students by developing employer and vacancy provision, providing support for students from diverse backgrounds and evaluating the work of the Careers Centre.

3. **Relationships**

Responsible to:	Careers Information Manager (Stoke site)
Responsible for:	None

4. **Main Activities**

- § To manage employer presentations and contribute to employer liaison.
- § To participate in the Employer Liaison Group.
- § To co-ordinate the publication of vacancy information, both graduate and undergraduate level.
- § To research, maintain and develop an employer database to address the needs of our widening and diverse client base.
- § To provide statistical information on the use of the Service and assist in the provision of statistical survey information as appropriate.
- § To evaluate employer needs and requirements and to seek feedback from employers regarding the services offered to them. To present data concerning this feedback.
- § To take an administrative role in special projects, which could include interacting with clients and employers, correspondence, mail shots, event organisation and supporting in the production of relevant documentation.
- § To provide a professional front line service, handling enquiries from telephone callers and visitors, making referrals and, where necessary, undertaking a more in-depth diagnostic discussion.
- § To respond to telephone, mail and email enquiries.
- § To assist with the collation of the Destinations of Leavers of Higher Education information.
- § To assist in maintaining an effective and accurate careers information resource.
- § To take an active role in the marketing of the Careers Centre.
- § To perform any other reasonable duties as may be required from time to time.

## 5. Person Sought

The successful candidate will possess the following skills and knowledge.

### **Administrative/IT**

- § Excellent administrative skills, including the ability to organise events.
- § Computer literacy, in particular in the use of Word (e.g. to create correctly formatted reports and minutes, simple mail merges and tables) Excel (e.g. to create simple lists), email and websites.

### **Customer focus**

- § Experience of enquiry work or customer service
- § Helpful and reassuring style of interaction with a range of people both face-to-face and on the telephone
- § Ability to identify client needs and understand underlying questions.
- § Ability to liaise with a range of employers.

### **Information**

- § Preferably have skills in making effective use of paper and virtual (web-based) information. This will include maintaining an up-to-date resource and identifying relevant information for clients.

### **Interpersonal**

- § Good interpersonal, organisation, written and verbal communication skills including report writing.
- § Ability to work well in a team and have a flexible attitude towards the range of duties within the information team.
- § Ability to deal positively with fluctuating work demands and keep concentration high when dealing with work pressures and deadlines.
- § A team worker who can work on their own initiative and under pressure.

### **Other**

- § An understanding of equal opportunities including the needs of clients with disabilities and cultural diversity.
- § Preferably have an understanding of the higher education sector or guidance sector.
- § Ability to produce and interpret statistics.
- § Commitment to the University's mission and delivery of the University Plan
- § A willingness to engage in a structured induction programme as a start to Continuing Professional Development (CPD) at the University

## 6. Special Conditions

This is a full time post working on a fixed term basis for 2 years.

Whilst the post will be based at the Stoke campus, the postholder may be required to also work at the Stafford campus.

The University operates a Job Share Scheme. Applications from anyone interested in working part-time on a job share basis will be considered.

Date Job Description Revised

October 2009

### Variation to Job Description

Staffordshire University reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

### Conditions of Service

The post is subject to such terms and conditions of employment as negotiated between the Board of Governors of the University and the recognised trade unions, and/or the employees of the University. In negotiating such terms and conditions the Board of Governors will consider any appropriate advice received from the Universities and Colleges Employers Association (UCEA).

### **Applying for this post**

Should you now decide to submit an application for this position you are asked to kindly complete and return an application form. This is available either in electronic format (downloadable from our website) or as a hard copy.

**Please note that CVs will only be accepted in support of a fully completed application form.**

Completed application forms and any accompanying information should be returned via e-mail to [jobs@staffs.ac.uk](mailto:jobs@staffs.ac.uk) or posted to Personnel Services, Staffordshire University, PO Box 662, College Road, Stoke-on-Trent, ST4 2XP.

If you wish to deliver the form by hand Personnel Services is located on the ground floor of the Cadman Building, College Road, Stoke-on-Trent. Office opening hours are 9.00am – 5.00pm Monday to Thursday, and 9.00am - 4.30pm on Friday.

**PLEASE NOTE THAT THE CLOSING DATE FOR COMPLETED APPLICATIONS IS 3 NOVEMBER 2009**

### **Procedure following Receipt of Applications**

Applicants are asked to provide us with an e-mail address where possible, as this is our preferred method of communication. All correspondence relating to this job application will be marked 'Private and Confidential'.

Where an e-mail address is provided, we will send applicants an acknowledgement of the application form as soon as possible following receipt; employees of Staffordshire University should note that this will be the internal e-mail address.

All applicants are asked to note that unless otherwise indicated, interviews will normally be held within one month of the closing date. Short listed candidates will be contacted to attend for interview as appropriate. Candidates who are not shortlisted for interview will be informed via e-mail. In the absence of an e-mail address, we regret that in the interest of economy we are unable to write to applicants. If you have not received an invitation for interview or any further communication within two months of the closing date specified, you are asked to assume your application is unsuccessful on this occasion.

The University wishes to thank all applicants for their interest in the Institution and the post advertised and for the time and trouble taken to complete the information for their application.

**If you require a copy of the vacancy information in large print please contact us**

**Appointment to the University**

The University is an independent Statutory Higher Education Corporation. As such the Board of Governors of the University is the employer, and is responsible for determining the employment policy, pay and conditions of service of all its employees.

The agreed terms and conditions for all staff are set out in the University's terms and conditions of service. In addition your attention is drawn to the following general points:

**Medical Clearance**

The appointment is subject to satisfactory medical screening, which normally consists of completion of a confidential questionnaire.

**Eligibility to Live or Work in the UK**

In line with the Asylum and Immigration Act 1996, documentation is required to confirm that employees are eligible to live or work in the UK. Any offer of employment is subject to this documentation being provided.

**CRB Clearance**

Where indicated in the job description an offer of employment will be subject to a satisfactory response to a check of criminal records.

**Pension Contributions**

All members of staff are eligible to contribute to the relevant occupational Pension Scheme which is either the Local Government Pension Scheme or Teachers Pension Scheme, both of which are final salary schemes. Staffordshire University as the employer also contributes to each scheme.

**Sickness Pay**

An employee absent from duty due to illness will be entitled to receive paid sickness leave, as set out in the University's terms and conditions of service.

**Payment of Salary**

Salary is payable monthly in arrears, normally on the last Wednesday of each month. Payment is made by direct credit to a recognised bank/building society account. All new employees should ensure that the relevant details for credit transfer are completed on the standard form issued on appointment.

**Annual Leave**

Individuals are entitled to the following leave entitlements based on the grade of the post with effect from 1<sup>st</sup> August 2007 onwards: -

Grade	Number of Days Worked per Week*		
	4	5	6
One	24	29	35
Two	24	29	35
Three	24	29	35
Four	26	32	41
Five	26	32	41
Six	26	32	41
Seven	30	37	45
Eight	30	37	45
Nine	30	37	45
Ten	30	37	45
Eleven	30	37	45
Twelve	30	37	45
Thirteen	30	37	45
Fourteen	30	37	45

\* This refers to those members of staff who work full time hours but on a standard 5 day working cycle or those operating a shift pattern over 4 or 6 working days. This does not refer to staff on fractional contracts.

**In addition there are 11 Bank, Extra Statutory and Discretionary Holidays as follows:**

- Good Friday
- Easter Monday
- May Day
- Spring Bank Holiday Monday
- Late Summer Bank Holiday Monday
- Christmas Day to New Year's Day (inclusive)

**Trade Union Membership**

The University believes that the interests of both the employer and employee are best served by individuals joining a recognised Trade Union. The Board of Governors of the University has recognised the following Trade Unions to operate within the university - UCU and UNISON.