

JOB DESCRIPTION

Vacancy reference:	SRF43643
Post Title:	Career Mentoring Assistant
Grade:	Grade 4
School/Department:	Student Services, Careers
Reports to:	Career Mentoring Manager
Responsible for:	N/A

Purpose

The Career Mentoring Scheme at the University of Reading has gone through eight years of development and expansion and now has in the region of 400 partnerships each academic year. The scheme requires a Career Mentoring Assistant who will take the lead on the student facing elements of the Career Mentoring scheme, in pursuit of its annual targets for the number of mentoring partnerships and widening participation participants. This role will be primarily responsible for student mentee promotion, recruitment, training, and engagement, and efficient team administration as well as offering support to the Career Mentoring Manager (CMM).

This role is full time, permanent, but we are open to the following arrangements for this role:

- Full-time
- Starting part -time (up to 20 hours per week) for a current student, then turning into full-time once studies are finished.
- Placement year student

Main duties and responsibilities

1. Mentee promotion and recruitment

- To work with the CMM to create a student promotions and recruitment plan, that complements the overall process planning of the scheme undertaken by the CMM. This will incorporate a range of approaches, including face-to-face and virtual promotion. Maintaining links with academics within departments, as a key promotional avenue.
- To work enthusiastically and with agility, under time pressure, to meet mentee recruitment targets by working through the promotion and recruitment plan.
- To ensure promotional materials are available for use by the team to attract students, including blogs, case studies, posters, presentations/lecture 'call outs' and more for use in 'real world' and virtual environments. This includes writing content to reflect the purpose and ethos of the scheme and reviewing and approving work commissioned by others in line with the scheme brand.
- Co-ordinating and supporting the involvement of several temporary Student Ambassadors in this promotional work, in consultation with the CMM who manages them.
- To support the CMM in keeping accurate records of matches and partnerships.

2. Mentee training

- To create a mentee training plan that fits well within the overall scheme process plan managed by the CMM.
- To develop, review and evolve compelling mentee training workshops, supporting handouts and resources and complementary online learning materials on the virtual learning environment.
- To effectively deliver the vast majority of mentee training sessions alongside the CMM who will also deliver separate mentee training sessions at peak times.
- Co-ordinate the involvement of Student Ambassadors as student partners in delivery of mentee training. This includes collaborating with the CMM on their initial training.

3. Mentee engagement

- To actively monitor the engagement of mentees in the scheme by undertaking engagement checks with every mentoring partnership.
- To diplomatically resolve problems arising with mentoring interactions and refer more complex/sensitive issues to the CMM.
- To record and report on mentoring engagement (matches and partnerships) by keeping careful records on Excel and our database.

4. Events organisation

- To support the planning of events (mixture of online and in person), in consultation with the Career Mentoring Manager, to support the career mentoring process.
- To book dates, rooms, refreshments, relevant speakers and send out invitations in consultation with the CMM.
- To run an event reception service, in conjunction with student ambassadors at these events including producing and supplying name badges and other related materials.

5. Team administration

- To keep the career mentoring database up to date with information/changes.
- To support the team with implementation of any new systems.
- Processing of travel bookings for the team and travel expenses for mentors/mentees.
- Collating information, typing and formatting reports, creating presentations, proof reading, report editing, analysing data and creating graphs, bulk photocopying and providing general administration support to the team.

6. Supporting the CMM

- If necessary, helping research leads for new mentors using social media and other means.
- Assisting the CMM with basic data retrieval for information, reporting and evaluation requests.
- Assisting the CMM with mass communications to mentors and mentees.

Supervision received

This person reports to the Career Mentoring Manager.

Supervision given

This post may assist in the induction training of, and work with, student ambassadors but has no line management responsibility.

Contact

School academic links. Students. Placement Co-ordinators, Student Services teams, Careers Consultants. Student Engagement Team. Disability Advisory Service, Welfare Officers-

Terms and conditions

36 hours per week, some limited evening and some weekend working may be necessary.

Date assessed: March 2023

PERSON SPECIFICATION

Job Title	School/Department
Career Mentoring Assistant	Student Services, Careers

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Ability to give enthusiastic, compelling presentations to students and to facilitate/ deliver interactive workshops. • Excellent oral communication skills including rapport building and diplomacy. • Good customer/client services skills when handling complaints/concerns. • Excellent organisational and planning skills and the ability to prioritise, work well under pressure and meet deadlines. Ability to influence others. • Able to collaborate with a wide range of people at different levels of seniority. • To work independently and as part of a close team. • Good written communication skills. • A good range of IT skills including word processing, excel spreadsheets and PowerPoint. • Ability to use various social media including Instagram, LinkedIn, and blog posts. • Methodical and good attention to detail. 	<ul style="list-style-type: none"> • Ability to produce and edit videos and take photographs. • Experience in using a database to input and extract information.
Attainment	<ul style="list-style-type: none"> • Degree or equivalent 	<ul style="list-style-type: none"> • A degree in a subject that relates to mentoring e.g., psychology, sociology, english, or possessing or working towards a qualification in coaching or mentoring.
Knowledge	<ul style="list-style-type: none"> • What mentoring is and its potential benefits/challenges. • Excellent knowledge of grammar, spelling, and punctuation. 	<ul style="list-style-type: none"> • Knowledge of the structure of degree programmes and Universities structures. • Knowledge of data protection legislation. • How mentoring schemes function, and the processes and best practice involved.
Relevant Experience	<ul style="list-style-type: none"> • To have designed and delivered presentations. 	<ul style="list-style-type: none"> • Facilitation of interactive workshops.

	<ul style="list-style-type: none"> • To have planned and delivered activities to a strict timeline, • Experience of customer handling in sensitive situations. • The provision of broad administrative support. • Experience of using various physical and digital media, in order to promote/ recruit. • Experienced user of Microsoft Office including: Excel, PowerPoint and Word. 	<ul style="list-style-type: none"> • Experience of managing LinkedIn groups. • Event organisation experience. • Experience of creating information for web pages. • To have taken part in a mentoring programme, either as a mentor or mentee. • Experience of using databases to input and extract data.
Disposition	<ul style="list-style-type: none"> • Compelling and enthusiastic manner. • Flexible, adaptable, and approachable. • Self-motivated, proactive, and positive. • Interested in social mobility and equality. 	
Completed by: Holly Forsyth		Date: 01.03.2023