

JOB DESCRIPTION

Vacancy reference:	SRF26580
Post Title:	Careers Administrator
Grade:	4
School/Department:	Henley Careers, Henley Business School
Reports to:	Director of Henley Careers
Responsible for:	None

Purpose

Henley Careers is a new and fast growing, award-winning team with ambitious plans, looking to recruit an administrator who can ensure the coordination and smooth running of a high performance team. This role will work with the Director of Henley Careers and other members of staff to play a key role in ensuring that the different parts work together so that students are able to engage effectively in activities which will enhance their career prospects and create a positive Henley experience for all students during their studies. We are looking for someone who is self-motivated and enthusiastic and can work well with different people from across the Henley Business School.

Main duties and responsibilities

To develop and enhance the operational delivery of Henley Careers' activity. In this regard, the post holder will support and provide:

- Day-to-day support to the Henley Careers team.
- Clear communication channels between the Henley Careers team and the Programme Administration team, relevant teams across the wider Henley Business School and external contributors, such as Sessional Coaches.
- Effective management and signposting of student administrative and pastoral queries, including managing the Henley Careers and World of Work email boxes, and responding promptly, professionally and accurately to information requests across a broad range of topics.
- Ensure that Marketing and Programme Administration are provided with the information they require to actively support recruitment events and programme activities.
- Support in the project management and delivery of various projects, including the annual World of Work Conference and the Henley Staff Engagement project.
- The coordination of:
 - Raising requisitions and purchase orders for external suppliers, and keeping track of these
 - Monthly meeting agenda and notes
 - The staff training database in coordination with the Director of Careers
 - Scheduling and organising the range of Henley Careers meetings, committees and working groups as required
 - Data, reports and other management information on MyJobsOnline (student portal for Careers) – including updating attendance records
 - Supporting the delivery of programmes and events, including room booking, food ordering, and liaising with relevant parties and assisting with preparing materials
 - Ordering stationary, booking travel and rooms for meeting, order computer/electronic equipment and keeping inventory of office materials
 - Diary management in order to book staff and training sessions

- o Requirements for posting new roles and the induction of new staff

Supervision received

Line managed by Director of Henley Careers

Supervision given

None.

Contact

There will be frequent and regular contact with stakeholders (both internal and external) which will include: senior staff, academic and administrative members of staff, potential and current donors, alumni, students, employers and media.

Terms and conditions

Full-time 36 hours per week. Out of hours work will be required on a regular basis, specifically evenings and some weekends to support events and committees, with regular travel to London and some UK travel required. Overtime is not payable but time off in lieu can be taken where appropriate and agreed by your line manager.

The role will be based at Whiteknights Campus, Reading.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

PERSON SPECIFICATION

Job Title	School/Department
Careers Administrator	Henley Careers, Henley Business School

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Strong verbal and written communication and interpersonal skills • Ability to work to and maintain effective systems and procedures • Attention to detail and high level of accuracy and methodical working 	<ul style="list-style-type: none"> • Confidence in being able to successfully build and develop professional relationships • Experience in providing a professional service to customer groups from varied, diverging and demanding international and cultural backgrounds • Experience of automated student record and financial systems e.g. RISIS or Agresso
Attainment	<ul style="list-style-type: none"> • A Levels or equivalent • ECDL or equivalent IT proficiency 	<ul style="list-style-type: none"> • Additional Higher Level Qualifications (such as First Degree)
Knowledge	<ul style="list-style-type: none"> • Strong understanding of Microsoft Office applications – Word, Excel, Outlook, PowerPoint 	<ul style="list-style-type: none"> • An understanding of administrative requirements in the HE sector • Knowledge of current customer management practices
Relevant Experience	<ul style="list-style-type: none"> • Experience in a customer-facing university/business school environment • Experience of administration in a busy office environment 	<ul style="list-style-type: none"> • Significant experience in working with minimal supervision
Disposition	<ul style="list-style-type: none"> • Confident to speak/present to a group • Recognises high standards of customer-focused service delivery • Pro-active, energetic and flexible approach • Patient, friendly and welcoming manner 	<ul style="list-style-type: none"> • Remains calm under pressure • Comfortable dealing with a diverse, mature mix of customer

Completed by: Naeema Pasha and adapted by Jordan Funk

Date: 30.11.2018