

JOB DESCRIPTION

Vacancy reference:	SRF28872
Post Title:	Career Mentoring Assistant
Grade:	Grade 4
School/Department:	Student Services, Careers & Employability
Reports to:	Careers Consultant
Responsible for:	N/A

Purpose

The Career Mentoring Scheme at the University of Reading has gone through five years of development and expansion and now has in the region of 500 partnerships (2018/19). The scheme requires a Career Mentoring Officer 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; the organisation of mentoring events and efficient team administration as well as offering support to the Career Mentoring Manager.

Main duties and responsibilities

1. Mentee promotion and recruitment

- To create a student promotions and recruitment plan that complements the overall process planning of the scheme undertaken by the CMM and incorporates a range of approaches, including face-to-face and virtual promotion. Maintaining academic mentoring links with schools.
- To work enthusiastically and with agility, under time pressure, to meet mentee recruitment targets through implementation of a promotions and recruitment plan.
- To ensure promotional materials are available for use by the team to attract students, including blogs, vlogs, case studies, posters, tweets, 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 a number of temporary Student Ambassadors in this promotional work, in consultation with the CMM who manages them.
- To support the CMM in matching students with mentors and communicate the outcomes of matching to students.
- Updating Academic Tutors to confirm their student's involvement as a mentee.

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 2/3 checks a year with every mentoring partnership about their interaction.
- To undertake checks with Academic Tutors if there are concerns about student welfare and advise on referrals to other support services as appropriate.
- To diplomatically resolve problems arising with mentoring interactions and refer more complex/sensitive issues to the CMM.
- To record and report on mentoring engagement by keeping careful IT records on Excel which can be transferred to RISIS (the student record).
- Deliver the student recognition element of the scheme that provides a record of the student's involvement as a mentee.

4. Events organisation

- To proactively plan and organise approximately 5-8 events annually, in consultation with the Career Mentoring Manager, to support the career mentoring process including; mentor training and mentor refresher events, 'meet and greets' where mentors initially meet their mentees and various networking events.
- 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 and ensure archiving is undertaken at the relevant times.
- To keep a record of team spending for the CMM.
- 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, bulk photocopying and providing general administration support to the team.

6. Supporting the CMM

- 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 and work supervision of a graduate intern and/or 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 and Tutors.

Terms and conditions

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

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.

Date assessed: April 2019

PERSON SPECIFICATION

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

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 • Written communication skills • A good range of IT skills including word processing, database use, excel spreadsheets and PowerPoint • Ability to use various social media including twitter and LinkedIn • Methodical and good attention to detail 	<ul style="list-style-type: none"> • Ability to produce and edit videos and take photographs
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, 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 • How mentoring schemes function and the processes and best practice involved • Knowledge of interactive teaching/training methods and presentation best practice • 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

Relevant Experience	<ul style="list-style-type: none"> • To have taken part in a mentoring programme, either as a mentor or mentee, or as a mentoring scheme organiser • To have delivered presentations and facilitated interactive workshops, ideally to students • To have planned and delivered a series of activities to a strict timeline • Event organisation experience • 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. Experience of using databases to input and extract data 	<ul style="list-style-type: none"> • Experience of managing LinkedIn groups • Experience of uploading information onto web pages using content management systems
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: Tania Lyden	Date: 5 th April 2019
---------------------------	----------------------------------