

**Support and Professional Services**

**Employability**

**Information and Employment Adviser**

**ZZ003317**

**Information for Candidates**

**THE POST**

Please see the attached job description and person specification.

**TERMS OF APPOINTMENT**

**Fixed term to 30 April 2019**

Salary is in the range £21,843 - £25,298 per annum and progress to the top of the scale is by annual increments payable on 1st April each year. Salary is paid into a bank or building society monthly in arrears.

Working hours are 37per week. Overtime is not normally payable but time off in lieu may be given. The working hours are normally from 8.30am to 5.15pm Monday to Thursday and 8.30am to 4.15pm Friday with one hour and ten minutes for lunch. Specific times may vary according to the Department concerned.

Annual leave entitlement is 32 working days in a full leave year. If you work less than 37 hours per week, your leave will be calculated on a pro-rata basis. The leave year commences on 1 October and staff starting and leaving during that period accrue leave on a pro-rata basis. In addition, the University is normally closed from Christmas Eve until New Year’s Day inclusive and on bank holidays.

The Appointee will be entitled to join the Local Government Pension Scheme. The scheme's provisions include an index-linked pension with an option to exchange some pension for a lump sum on retirement together with dependants’ benefits. Contributions by the employee are subject to tax relief.

There is a probationary period of six months during which new staff are expected to demonstrate their suitability for the post.

There is a comprehensive sickness and maternity benefits scheme.

**All interview applicants will be required to bring their passport or full birth certificate and any other 'Right to Work' information to interview where it will be copied and verified.** The successful applicant will not be able to start work until their right to work documentation has been verified.

Under the University’s Insurance Policy we will take up references for candidates called for interview. Your current employer reference must be your current line manager. It is also a requirement of this policy that we take up references to cover the previous three years of your employment or study.

The successful candidate will need to bring documentary evidence of their qualifications to Human Resources on taking up their appointment.

To comply with UKVI legislation, non-EEA candidates are only eligible to apply for this post if it has been advertised for a total of 28 days.

If the position has a requirement for Disclosure and Barring Service check (DBS), this will be stated in the advert. The DBS Application Form will be provided once the selection process has been completed.

All applications must be submitted by Midnight (GMT) on the closing date published.

**UNIVERSITY OF PORTSMOUTH – RECRUITMENT PAPERWORK**

1. **JOB DESCRIPTION**

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| **Job Title:** | Information and Employment Adviser |
| **Grade:** | 4 |
| **Faculty/Centre:** | Support and Professional Services |
| **Department/Service:**  **Location:** | Employability  Purple Door |
| **Position Reference No:** | ZZ003317 |
| **Cost Centre:** | 46001 |
| **Responsible to:** | Information Manager |
| **Responsible for:** | n/a |
| **Effective date of job description:** | July 2017 |

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| **Context of Job:** |
| The Information Team are based in Purple Door and form part of the Department of Employability providing the first point of contact for students and graduates. They are expected to deliver excellent customer service as part of the university commitment to providing an excellent student experience.  All work is undertaken within the context of the Department of Employability operational plan and the University of Portsmouth Strategic Plan. Our aim is “To give an excellent student experience focused on knowledge and skills essential for roles in the global workforce” this includes employer engagement, skills and employability. |

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| **Purpose of Job:** |
| As part of the Information Team, within the Department of Employability, the primary role of the Information and Employment Adviser is to provide information, advice and support to students and graduates, who want careers information and advice, graduate jobs, self-employment, volunteering, part-time jobs or further learning opportunities. |

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| **Key Responsibilities:** |
| 1. **Services to students** 2. To provide information, advice and support to students and graduates, who are using Purple Door and are interested in careers information, graduate jobs, self -employment, volunteering, part-time jobs or further learning opportunities. This will include referring to information resources, CV support, applying for jobs and explaining how to use our CRM system, My Purple Door 3. To deliver an excellent student experience, with a strong customer and quality focus, that should be maintained throughout the academic year 4. To answer all enquires and make an assessment whether the individual needs to be referred to a Careers Adviser or signposted to other services and activities within Purple Door, e.g. Employability Adviser, CV Clinics, Recruitment Team or Enterprise Clinics 5. To answer enquiries to the Purple Door In Box and provide electronic and email support to students and graduates, as appropriate 6. To be proactive in assisting students and graduates to make effective use of the resources and information in Purple Door, facilitating independent self-help, the use of computer aided guidance packages, Volunteer Bank, Job Zone and to accessing paper based and electronic resources 7. To support, contribute to, and assist with, all events and activities delivered in Purple Door, including Open Days, employer events, volunteering fairs, skills sessions, careers workshops and Student Enterprise activities and events 8. To work with the Purple Door Student Enterprise, Careers and Recruitment Teams throughout the academic year within the context of a Service Level Agreement 9. To maintain and update an effective management Information system, which will monitor the use of services by students and provide a robust evaluation system 10. **Information provision** 11. As directed by the Information Manager, plan and organise information development projects. Projects would include researching hard copy, electronic and web based information sources to meet the needs of a specific group of clients, for example, International Students 12. Ensure that information (in all formats) is maintained and updated, requesting information from organisations and ordering literature as required using an electronic database to manage the process. 13. Assist in maintaining the Purple Door Careers and Recruitment web site, ensuring that news, events and service delivery items are kept up to date, adding news and event content and supporting colleagues in proof reading copy prior to publication 14. **Other activities** 15. All duties carried out in the delivery of this service must comply with AGCAS/Matrix Quality Standards in Guidance and the University Equal Opportunities Policy 16. Such other duties as may be reasonably required by the Head, Department of Employability and the Information Manager or Careers Manager   Evening and weekend work though infrequent is expected |

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| **Working Relationships:** |
| Head of Department of Employability  Information Manager  Careers Manager  Information Team  Careers Team  Recruitment Team & Student Enterprise Team |

1. **PERSON SPECIFICATION**

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| **No** | **Attributes** | **Rating** | **Source** |
| **1.** | **Specific Knowledge & Experience** |  |  |
|  | Extensive experience of working in a customer services environment | E | AF & I |
|  | Extensive experience of working with people, preferably in an information, advice and guidance setting | E | AF & I |
|  | Extensive experience of administrative work including Microsoft Office | E | AF & I |
|  | Maintaining effective record keeping/ filing systems (electronic & manual) | D | AF & I |
|  | Keeping statistical information, database up-dating and reporting | D | AF & I |
|  | Ability to research and collate information | D | AF & I |
|  | Experience of working in higher education | D | AF & I |
| **2.** | **Skills & Abilities** |  |  |
|  | Use of electronic and social media in the provision of support | D | AF & I |
|  | Excellent customer service skills | E | AF & I |
|  | Excellent ICT skills | E | AF & I |
|  | Effective problem-solving skills | E | AF & I |
|  | Excellent time management skills, including the ability to prioritise work and meet deadlines | E | AF & I |
|  | Experience of updating and maintaining web based information | E | AF & I |
|  | Microsoft Word 2007, Access and Excel | D | AF & I |
| **3.** | **Education &/or Training** |  |  |
|  | GCSE English Language & Maths (or equivalent) A- C) and A levels/BTEC National/NVQ3 qualification in an administrative, business or customer related subject | E | AF |
|  | NVQ Level 2 or 3 in Information, Advice and Guidance | D | AF |
|  | Degree or equivalent | D | AF |
| **4.** | **Other Requirements** |  |  |
|  | Commitment to providing good customer service internally and externally | E | AF I |
|  | Highly motivated person who wishes to work in a team setting and with the ability to work without close supervision and with confidence | E | AF I |
|  | Excellent team player | E | AF I |
|  | Genuine interest in working with students and graduates in a higher education setting | E | AF I |

**Legend**

Rating of attribute: E = essential; D = desirable  
Source of evidence: AF = Application Form; S = Selection Programme (including Interview, Test, Presentation, References)

**JOB HAZARD IDENTIFICATION FORM**

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| **Please tick box(s) if any of the below are likely to be encountered in this role. This is in order to identify potential job related hazards and minimise associated health effects as far as possible. Please use the** [**Job Hazard Information**](http://www.port.ac.uk/departments/services/humanresources/occupationalhealthservice/jobhazardinformation/filetodownload,164407,en.doc) **document in order to do this.** | | | |
| 1. International travel/Fieldwork |  | 13. Substances to which COSHH regulations apply (including microorganisms, animal allergens, wood dust, chemicals, skin sensitizers and irritants) |  |
| 1. Manual Handling (of loads/people) | X | 14. Working at height |  |
| 1. Human tissue/body fluids (e.g. Healthcare workers, First Aiders, Nursery workers, Laboratory workers) |  | 15. Working with sewage, drains, river or canal water |  |
| 1. Genetically modified Organisms |  | 16. Confined spaces |  |
| 1. Noise > 80 DbA |  | 17. Vibrating tools |  |
| 1. Night Working   (between 2200 hrs and 0600 hrs) |  | 18. Diving |  |
| 1. Display screen equipment | X | 19. Compressed gases |  |
| 1. Repetitive tasks (e.g. pipette use, book sensitization etc) |  | 20. Small print/colour coding |  |
| 1. Ionising radiation/ non-ionising radiation/lasers/UV radiation | | 21. Contaminated soil/bioaerosols |  |
| 10. Asbestos and lead | | 22. Nanomaterials | |
| 11. Driving on University business (mini-bus, van, bus, forklift truck etc) | | 23. Workplace stressors (e.g. workload, relationships, job role etc) | |
| 12. Food handling | | 24. Other (please specify) | |

**Completed by Line Manager/Supervisor:**

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| **Name (block capitals)** | JULIE BUSH |
| **Date** | 21/6/17 |
| **Extension number** | 6692 |

Managers should use this form and the information contained in it during induction of new staff to identify any training needs or requirement for referral to Occupational Health (OH).

Should any of this associated information be unavailable please contact OH (Tel: 023 9284 3187) so that appropriate advice can be given.