**Job Title:** Careers and Employability Assistant

**Present Grade:** 3

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<th>Department/College</th>
<th>Careers</th>
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**Directly responsible to:** Careers Quality and Information Manager

**Supervisory responsibility for:** N/A

**Other contacts**

**Internal:** Careers Service staff, Lancaster University Students’ Union and student societies, students, staff in faculties and departments other University departments.

**External:** Alumni, graduate employers and other stakeholders related to careers

**Major Duties:**

You will be joining a team which includes both Careers staff, and staff working within our Employment and Recruitment Service.

This is an important and varied role where you will provide a professional front of house and initial information and advice service to all users.

You will be required to:

1. To provide a professional, initial point of contact for students, graduates and staff with Careers queries. This communication may be through video call, email, telephone or face to face enquiry.
2. Responsible for arranging and booking all appointments with Careers Consultants and Advisers.
3. To provide an effective and confidential information and advice service to careers service users.
4. To assist in the marketing and promotion of the service, resources available and opportunities and events that we offer.
5. To maintain the web based careers services and resources using our content management system.
6. To provide administrative support for the delivery and administration of careers fairs, employability initiatives and other careers events.
7. To contribute to the process of continuous quality improvement within Careers.
8. Assist with the monitoring of user requests for information and services and to advise colleagues on areas where information is scarce or facilities unavailable. Support the development of new materials.
9. To maintain and update the FAQ enquiry system
10. To pro-actively undertake general office-related duties including the appropriate filing and display of materials, including the collection, distribution and allocation of information, collation of documents, photocopying, filing, ordering stationery, and maintaining a smooth and functioning learning resource and environment.
11. To uphold the University’s Equal Opportunities and Health and Safety Policies.
12. To carry out other duties as required