**JOB DESCRIPTION**

**Careers and Employment Assistant, Careers**  
**Vacancy Ref: N2704**

<table>
<thead>
<tr>
<th><strong>Job Title:</strong> Careers and Employability Assistant</th>
<th><strong>Present Grade:</strong> 3S</th>
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<td><strong>Department/College:</strong> Careers</td>
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<td><strong>Directly responsible to:</strong> Student Engagement and Quality Manager</td>
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<td><strong>Supervisory responsibility for:</strong> N/A</td>
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**Other contacts**

**Internal:** Careers Service staff, LUSU 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.

You will provide a professional front of house and initial information and advice service to all service users. This includes students, graduates, hiring managers within the university and external recruiters.

You will be required to:

1. Provide a professional initial point of contact for students, graduates and staff using the Careers and Employability Service.
2. Respond to the queries of service users through email, MS Teams, social media and telephone.
3. Assess student need for further support and refer them to appropriate colleagues within the Careers and Employability Service.
4. Assist in the marketing and promotion of the service, resources available, opportunities and events that we offer.
5. Maintain web-based careers resources using our content management system.
6. Provide administrative support for the delivery and administration of employability initiatives and other careers events.
7. 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. 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.
10. Uphold the University’s Equal Opportunities and Health and Safety Policies.
11. Carry out other duties as required.