

## Job Description

<b>Position:</b>	Graduate Support Advisor
<b>School/Service:</b>	Jobs for Students
<b>Reference:</b>	CAE-014/P
<b>Grade:</b>	Grade 6
<b>Status:</b>	12 Months Maternity Cover (or the return of the post-holder, whichever is the earliest)
<b>Hours:</b>	Full time
<b>Responsible to:</b>	Director of Jobs for Students through the Head of Careers and Employability

This role is responsible for supporting the strategic planning and operational delivery of the University of Bolton recent graduates strategy. The role holder will be responsible for setting up and maintaining networks with recent graduates and to provide support for graduates in finding employment opportunities, and supporting the mandatory data returns regarding our Graduate Outcomes metrics.

### Generic duties and responsibilities:

- Support the Director of Jobs for Students, and other colleagues, in the creation and delivery of the “Made in Bolton” alumni strategy focusing on recent graduates.
- Lead as required on graduate communications including the creation of newsletters and events to enable graduates to stay connected to the University.
- Project manage special projects that support data gathering, case studies and insights from beginning to end of the graduate journey.
- Support and lead as appropriate in the development of the Graduate website.
- In conjunction with the Head of Careers and Employability, develop and implement the University’s graduate communications plan.
- Oversee the promotion and submission of the graduate outcomes survey including ensuring regular communications with graduate to ensure contact details are up to date, and completing the mandatory returns to HESA throughout the academic year.
- Under the leadership of Executive Board sponsors, be responsible for the day-to-day operation and development of CRM systems within the Service.
- Develop internal CRM processes ensuring that these are fit for purpose and in line with the Made in Bolton strategy and HESA guidelines.
- Analyse and present results from graduate outcomes survey providing senior colleagues with key information and recommendations to inform future action plans.

- On an annual basis, undertake formal evaluation of performance of graduate related metrics and achievement against the Made in Bolton strategy and the University's performance against external metrics.
- Support and establish a graduate mentoring scheme, graduate networks and the running of development sessions to support graduates in achieving graduate level positions.
- Act as first point of contact for graduates, facilitating advice and guidance on career related matters.
- Provide advice, guidance and support to graduates not in graduate employment, working closely with these graduates, developing appropriate interventions and utilising networks.
- Manage the work of student interns to support the delivery of the Made in Bolton strategy.
- Provide an overview of graduate outcomes and the Made in Bolton strategy to academic colleagues new to the University and on an ongoing basis as required.
- Provide content and carry out editorial duties in relation to newsletters, blogs and other communication collateral.
- Perform detailed analysis and interpretation of information and data, presenting results via presentations, reports and briefings in order to support development and decision-making.
- Develop and maintain appropriate internal and external employer networks in the area of graduate employability and careers to facilitate the sharing of best practice to ensure that the university is positioned to provide a comprehensive and responsive career and employability service.
- To support University Open Days and events for students and graduates.
- Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with corporate and statutory requirements
- Ensure a safe working environment and abide by University health and safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy at all times.

**Other Duties:**

- To demonstrate excellent customer care in dealing with all customers of the Careers Service, as per the Customer Service Excellence Quality Standards.
- To work flexibly including additional hours, in the evenings, at peak times, at the weekend and at University Open Days to meet the needs of the service.
- Undertake appropriate training and development, as required.

**Note:** This is a description of the position requirements, as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

Please note this is an evolving role and the need to travel cross-site, regionally and nationally are essential requirements for this role.

## Person Specification

<b>Position:</b> Graduate Support Advisor		<b>Reference:</b> CAE-014/P	
<b>School/Service:</b> Jobs for Students		<b>Priority</b>	
<b>Criteria</b>		<b>(1/2)</b>	<b>Method of Assessment</b>
<b>1</b>	<b>Qualifications</b>		
1 a)	Educated to degree level standard, or equivalent relevant experience	1	CV/Documentation
1 b)	Membership of the Chartered Institute of Marketing or willing to achieve	1	CV / Documentation
1 c)	GCSE Mathematics and English at grade C or above, or equivalent standard qualification	1	CV / Documentation
<b>2</b>	<b>Skills</b>		
2 a)	Excellent communication and interpersonal skills	1	CV/Interview
2 b)	Able to design and deliver presentations to small and large groups	1	CV / Interview /Assessment
2 c)	Able to demonstrate strong networking skills to facilitate the development of effective working relationships, both internally and externally	1	CV/Interview
2 d)	Excellent team working skills and the ability to work flexibly in a team	1	CV/Interview
2 e)	Able to organise and prioritise workload to meet own and service objectives	1	CV/Interview
2 f)	Good IT skills and an interest in the development and application of CRM systems	1	CV/Interview
2 g)	Excellent attention to detail	1	CV/Interview
2 h)	Ability to work on own initiative and problem solve using creativity and innovation	1	CV / Interview /Assessment
2 i)	Current Social media skills and the ability to communicate with stakeholders through a variety of mediums	1	CV/Interview
<b>3</b>	<b>Experience / Knowledge</b>		
3 a)	Experience of working with University graduates in an alumni or advisory role	1	CV / Interview /Assessment
3 b)	Evidence of successful experience of developing relationships with key stakeholders	1	CV/Interview
3 c)	Evidence of experience of partnership building and liaison with regional/national organisations	1	CV/Interview
3 d)	Credible experience of marketing/promoting to the student demographic	1	CV/Interview
3 e)	Credible experience in the development of a communications strategy using a wide range of mediums	1	CV / Interview /Assessment
3 f)	Experience of working to achieve targets and measuring impact	1	CV/Interview
3 g)	Experience of successfully delivering outcomes as part of a team	1	CV/Interview
3 h)	Knowledge of the employability agenda within Higher Education	1	CV / Interview /Assessment

3 i) Knowledge and understanding of HESA and other mandatory HESA returns	1	CV / Interview /Assessment
3 j) Experience of using business systems	1	CV / Interview /Assessment
<b>4 Personal Qualities</b>		
4 a) Able to work under pressure and to meet deadlines	1	Interview
4 b) Efficient and well organised	1	Interview
4 c) Sensitive to individual needs and cultural differences	1	Interview
4 d) Self-motivating and proven ability to work unsupervised and exercise judgement and initiative	1	Interview
4 e) Commitment to continuous improvement and creative ways of working	1	Interview
4 f) Awareness of the requirements associated with operating within a customer service environment	1	Interview
<b>5 Other</b>		
5 a) Willing to undertake staff development, which may take place outside the University	1	Interview
5 b) Commitment to the University's policy on equal opportunities and diversity	1	Interview
5 b) Awareness of the principles of the Data Protection Act, Health and Safety, Freedom of Information Act and the Bribery Act, Prevent and commitment to the University's policy on equal opportunities and diversity	1	Interview
5 c) Awareness of the requirements of Health & Safety within the work environment	1	Interview
5 e) Available to work evenings and outside the normal academic year.	1	Interview

*Note:*

1. **Priority 1** indicates **vital** criterion - a candidate would be unsuccessful if unable to satisfy Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - candidates failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current