

JOB DESCRIPTION

Job Title:	Internships Administrator	Grade:	SG5
Department:	Student & Academic Services (SAS)	Date of Job Evaluation:	June 2017
Role reports to:	Careers Manager		
Direct Reports:	N/A		
Indirect Reports:	Head of Employability & Careers Service		
Other Key contacts:	Employability & Careers Service staff (ECS); students, graduates; University staff (faculties and professional services) and external employers.		
This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.			

PURPOSE OF ROLE:

- To support the delivery of administration processes for centralised internships (GWES, SMEs and Santander internships) and work shadowing provisions for the Employability & Careers Service (ECS)
- To work within a core team to deliver excellent internship and work shadowing support services to all stakeholders involved in ECS internship projects (HR, University departments and faculties, employers, students, graduates etc.) and ultimately work towards the annual internships and work shadowing targets set by the Head of ECS and the Careers Manager
- To administer web content editing on behalf of ECS regarding internship and work shadowing opportunities
- To provide students and graduates with relevant information and guidance on internship and work shadowing opportunities on a regular basis.
- To research and locate external non-university internship opportunities and then signpost such opportunities to students via the weekly ECS e-bulletins and via personnel in the faculties.
- To support ECS with the co-ordination of its core events such as the annual internship event and graduate recruitment fairs.
- As and when required, to support ECS' faculty career clinics by giving job/internship application, CV and covering letter advice to students.

- As and when required, to support daily administrative and front-of-house support for all ECS internal and external stakeholders.

KEY ACCOUNTABILITIES:

Team Specific:

- To work closely with ECS' internships team, to support internship brokerage within its various internships schemes (GWES, SMEs, Santander) while adhering to their respective deadlines and targets.
- To work closely with ECS staff to support work shadowing brokerage while adhering to work shadowing deadlines and targets.
- To provide confident face-to-face, telephone and email communications of procedures/processes for all internships and work shadowing queries as required.
- To administer web content editing on behalf of ECS regarding internship and work shadowing opportunities
- To update the internship and work shadowing databases, ensuring accurate record-keeping

Generic:

- To support ECS with the co-ordination of its core events.
- To support ECS' faculty career clinics when necessary.
- To provide daily administrative and front-of-house support for all ECS internal and external stakeholders when necessary.

Managing Self:

- To be self-motivated with the ability to work under pressure
- To be team-focused

Core Requirements:

- Adhere to and promote the University's policies on Equality and Diversity and Information Security Ensure compliance with Health & Safety regulations
- Support and promote the University's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.

Additional Requirements:

- Any other duties as appropriate to the post and grade

KEY PERFORMANCE INDICATORS:

- Destination of Leavers from Higher Education (DLHE) benchmarked levels of graduate employability and student satisfaction with the services provided by the Employability & Careers Service (ECS)
- Legal compliance with relevant legislation

KEY RELATIONSHIPS (Internal & External):

- Employability & Careers Service staff
- University HR colleagues
- University students and recent graduates
- University Faculties and Departments
- External recognised professional bodies, employers, and opportunity providers
- AGCAS/ASET etc

PERSON SPECIFICATION

Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • N/A <p>Skills</p> <ul style="list-style-type: none"> • Excellent communication and interpersonal skills including strong command of written and spoken English • Excellent administrative and organisational skills with the ability to adhere to competing deadlines • Excellent customer service skills, delivering a high quality of care to a diverse range of clientele • Strong attention to detail • Advanced IT skills, including use of Microsoft Office components (Word; Excel; Outlook; PowerPoint, Access) • Strong problem-solving skills • Ability to work flexibly and at times, unsupervised • Demonstrable knowledge or interest of employability and graduate employment issues 	<p>Experience</p> <ul style="list-style-type: none"> • N/A <p>Skills</p> <ul style="list-style-type: none"> • Knowledge and experience of recruitment processes or internship brokerage • Human Resources experience

Qualifications

- GCSE English and Maths or equivalent

Personal attributes

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity

Qualifications

- Educated to first degree-level

Personal attributes

- N/A