UNIVERSITY OF EXETER

THE POST

College/Service: **Employability and Graduate Development http://www.exeter.ac.uk/careers/**

Post: **Career Mentoring Co-ordinator**

Reference No: **P41169**

Grade: **D**

Reporting To: **Employer Liaison Officer, Internships and Mentoring**

Employment Services provide two Mentoring schemes for students at the University of Exeter:
Career Mentor Scheme
Exepert Scheme

Main Purpose of Role:
- To co-ordinate the Career Mentor Scheme and Exepert Scheme.
- To work with employers and alumni to enhance student employability and career planning
- To engage with employers and alumni to encourage participation and support of wider University activities

Main duties and responsibilities

Mentor and Mentee Recruitment
- Networking with Alumni, Employers and other stakeholders
- Liaising with students at events, the Career Zone and other potential opportunities
- Provide tailored information and guidance to alumni, employers and students
- Implement effective recruitment and selection process for Mentors and Mentees
- Meet Key Performance Indicators for number of Mentors and Mentees, in line with agreed growth targets

Mentoring Marketing and Promotion
- Maintain and improve marketing collateral
- Writing PR and promotional articles to market the schemes
- Organise the annual Career Mentor Scheme celebratory event
- Attending internal and external events to promote mentoring
- Provide student-facing drop-in sessions in the Career Zone
- Maintain and improve the Career Mentor Scheme and Exepert Scheme web pages

Career Mentoring Scheme Co-ordination and Administration
- Utilise My Career Zone (student facing CRM system) alongside Raiser's Edge (Alumni CRM system) and other data intelligence
- Create and maintain up to date Mentor and Mentee records
- Manage high volumes of queries and enquiries from students, alumni and employees, and respond effectively by email, telephone and face to face contact as appropriate.
- Co-ordinate and contribute to annual training for Mentees
- Monitor and support matched mentor/mentee relationships during the scheme
- Responsible for administering all payments, expenses and reclaiming costs appropriately.
- Handle complaints and difficult mentoring partnerships, with the support of your line manager
- Collate relevant statistics and KPIs for use as management information and wider reporting to stakeholders

- Contribute to the maintenance of Quality Assurance systems that conform to Matrix Quality Standards and other relevant industry standards, and make recommendations.
- Engage in the exchange of good practice and continuing professional development through membership of the Association of Graduate Careers Advisory Services (AGCAS) and other related professional institutions.

Employment Services Team
- Share Mentor Scheme knowledge and information with EGD and other interested parties within the University including reports, summaries and case studies
- Contribute to wider Employment Services meetings and working groups
- Represent Employment Service in the Career Zone, at Careers Fairs and other activities and events provided by EGD
- Supervise casual staff and student interns employed to deliver services and support within the Career Zone.
- To carry out any other duties appropriate to the grade and as a member of Employment Services within the Forum as directed by the head of the division or a nominated representative.
- On an ad-hoc basis and as agreed with Employer Liaison Officer, Internships and Mentoring, take minutes for various meetings as required, such as ES team meeting, EGD All Staff Meeting, AGCAS South West Employer Liaison Group etc.

This job description summarises the main duties and accountabilities of the post and is not comprehensive: the post-holder may be required to undertake other duties of similar level and responsibility.

Person Specification:

Qualifications (Essential)
Degree level or equivalent, plus GCSE English (A-C) & Maths (A-C) or equivalent qualification

Qualifications (Desirable)
European Computer Driving Licence, CLAIT or similar

Experience (Essential)
Email, word processing, database and spreadsheet experience, particularly Microsoft office
Customer Service experience
Experience of contributing to the completion and success of complex projects or scheme

Experience (Desirable)
Experience of writing for the web, press or other publications
Experience of event organisation
Experience of using a CRM system
Experience of project management/co-ordination.

Skills / Qualities (Essential)
A positive and highly motivated individual
Communication Skills – written & oral
Good IT Skills - should be comfortable with IT, able to learn new systems quickly
Listening and Reflective Skills
Interpersonal Skills – ranging from high-profile mentors to nervous students
Decision making skills & using own initiative
Creative Thinking
Planning and organising
Attention to detail
Time and workload management
Able to work effectively under pressure
Flexibility and effective team player
Able to work autonomously, without constant direct supervision but also able to recognise when to ask for guidance.
Commitment to equal opportunities

Informal Enquiries
Before submitting an application you may wish to discuss the post further by contacting either Jo McCreedie, Employer Liaison Officer, Internships and Mentoring j.mccreedie@exeter.ac.uk or Rowanna Smith, Employment Services Manager, email Rowanna.Smith@exeter.ac.uk

Additional Information Relating to the Post

Salary
Salary will be circa £18,868 per annum subject to knowledge, skills and experience.

An increment will be payable on 1 August each year until the top of the scale is reached (subject to being in post for 6 months and satisfactory performance). The scale will be subject to a cost of living review each year.

Hours of work
Hours of work will be 36.5 hours per week (full-time).

Overtime
When overtime is worked, by prior arrangement with your Manager time off in lieu will be given or (provided you have worked more than 36.5 hours) will be paid at time-and-a-half.

Annual Leave
The annual leave entitlement for full-time appointments is 39 days (pro rata for part-time appointments) – see our website http://www.admin.ex.ac.uk/personnel/leave.shtml for more information.)

Probationary Period
The appointment will normally be subject to a probationary period of one year.

References & Medical Clearance
All appointments are subject to satisfactory reference and medical checks and individuals will be required to complete a medical assessment form before appointment is confirmed. Applicants should note that the University normally contacts referees for short-listed applicants without further advice to applicants. When advising of referees, if they are resident overseas, please ensure you supply fax numbers and/or email addresses enabling us to contact them (if necessary) without delay.

Right to Work in the United Kingdom
If you do not have the right to work in the UK, this appointment will be subject to you obtaining a tier 1 visa.

For further information, see the links to the UK Border Agency and UK Visas websites at http://www.exeter.ac.uk/working/new/international/). In particular you are encouraged to undertake a self assessment of your eligibility to work in the UK using the link to www.ukba.homeoffice.gov.uk/pointscalculator.

Terms & Conditions
The Terms and Conditions of Employment can be viewed on line by visiting http://www.exeter.ac.uk/staff/employment/conditions/terms/

Pensions
Membership of the University of Exeter Retirement Benefits Scheme (ERBS) is automatic provided that you meet the qualifying criteria for membership.

The ERBS is a contracted-out scheme and the employee's contribution is 6.25% of gross salary; the University, as your employer, contributes such sums as will be required to maintain the full benefits of the scheme. This scheme is a Career Average Revalued Earnings scheme, for further information please visit http://admin.exeter.ac.uk/personnel/pensions. You may opt out of the scheme: if you wish to do so, you should contact the Pensions Manager, Mrs Alison Rose (01392 263088/email a.j.rose@exeter.ac.uk) for further information and to complete the necessary documentation.

The University now operates a Pension Salary Exchange scheme. Under the rules of the scheme, new employees who become members of the pension scheme become eligible to participate in Pension Salary Exchange after three full calendar months of employment. You will automatically participate in the Pension Salary Exchange scheme from the 1st of the month following this date. However, you also have the right to opt-out of Pension Salary Exchange at any time up to the completion of three full calendar months of employment. In the event that you do not wish to participate in Pension Salary Exchange, you should

request an opt-out form by contacting the Pensions Office on extension 3088 (or email a.j.rose@exeter.ac.uk).

Further information about Pension Salary Exchange is available from the Human Resources website www.admin.exeter.ac.uk/personnel or from the Pensions Office.

Short-listing Information
We will acknowledge your application by email. The University of Exeter recognises the time and effort taken to apply for a position and will contact you by email to inform you of results of shortlisting

Application Procedure and Interview Information
The closing date for completed applications is **21st October 2012.**

Applicants are invited to apply on-line via our e-recruitment system. This can be found at www.exeter.ac.uk/jobs . Please quote reference number **P41169** in any correspondence.

Data Protection Act (1998)
The information contained within your application is being requested to enable the University to make employment decisions and meet statutory obligations. Any information provided to the University in this context will be treated confidentially and used only by manager(s), member of the University, Human Resources, Superannuation and Payroll during the course of your employment. Where the application relates to a post which is externally funded this information may be passed onto the relevant funding body.