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## Job Description

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| **Job title:** | **Information Officer**  **Full-time** |
| **Department/School:** | **Careers Service** |
| **Grade:** | **6** |
| **Location:** | **Virgil Building, city centre** |

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| **Job purpose** |
| This is a significant post because, as a key source of careers information, the post holder has a substantial effect on clients’ perceptions and usage of the Careers Service. The post holder:   * + plays an important role in ensuring the successful collection of data on the destinations of University of Bath leavers (including the current DLHE survey and new HESA Graduate Outcomes Survey and bespoke University of Bath surveys); and assists with the analysis, dissemination and explanation of this information (including impact on KPI’s, TEF metrics and League Tables);   + uses their judgement and knowledge to assess, select and organise careers information resources for the department – ensuring that the department delivers an accessible and appropriate range of high quality resources;   + deals with complex enquiries, both electronic and in person, and ensures that all clients receive a high quality service;   + plays a key role in the development and implementation of website projects, the use of emerging technologies, and the Careers Service management information system, for the delivery of careers information and services to student and staff clients;   + plays a significant role in the department’s writing and publication activities;   + contributes to the marketing of information services and of the Careers Service more broadly.   The Information Officer supports the Information Services Manager, and deputises in the absence of that post holder. The Information Officer also deputises for the part-time Destinations Survey Manager in respect of graduate outcomes / destinations of leavers data, dealing with enquiries in the Destinations Survey Manager’s absence.  The postholder works closely with a part-time Information Officer, and several duties are performed by both postholders. |

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| **Source and nature of management provided** |
| The Information Officer will be expected to work on their own initiative on a day-to-day basis, under the overall direction and line management of the Information Services Manager and Destinations Survey Manager |

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| **Staff management responsibility** |
| * Supervision of specified projects and day-to-day tasks within the Information Team, under overall direction of Information Services Manager. * Management of student employee(s) in casual administrative roles, under overall direction of Information Services Manager. * Responsible for planning and organising work of other Careers Service staff and casual student employees working on tasks associated with graduate outcomes / destinations of leavers data. |

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| **Special conditions** |
| * The postholder may be asked to work occasional mid-week evenings and on a few selected Saturdays; for instance, to supervise destinations of leavers telephone surveys. * Participation in University Open Days may be required – currently one of these takes place on a Saturday. * The post is based at the Virgil Building in the city centre. The postholder will be required to work occasionally at the main Claverton Down campus. |

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| **Main duties and responsibilities** | |
| **Destinations of University of Bath leavers surveys; including HESA Graduate Outcomes Survey and bespoke University of Bath surveys (working closely with the other Information Officer and the Destinations Survey Manager)** | * Ensuring the accurate and consistent collection and processing of data. * Taking the initiative to raise issues when coding inconsistencies and problems arise that could have repercussions for the University’s league table position / University metrics. * Responsible for key areas of data cleaning / verification * Analysing and presenting data in a range of formats as required by academic staff, non-academic university staff, students and other stakeholders * Responding to data queries from academic staff, non-academic university staff, students and other stakeholders - explaining complex and detailed destinations / graduate outcomes information, together with appropriate ‘data health warnings’, as required. * Training and supervising staff, including casual workers, and assisting with recruitment and payroll administration as required. * Publishing data online. * Deputising for the Destinations Survey Manager when required. |
| **Information Services**  **(working closely with the other Information Officer)** | * Using advanced interpersonal and enquiry skills to meet clients’ careers information needs and encourage them in their career planning, and to model good practice in this area to Careers Service colleagues. * Researching, obtaining, organising and disseminating information on relevant subjects to develop the resources collection. * Responsible for bibliographic records management, resource cataloguing and classification. * Responsible for maintaining postgraduate study and funding information * Responsible for implementing and evaluating structure, design and quality for web projects e.g. page templates, usage of emerging technologies. * Writing content for web pages and printed publications, and contributing to the annual updating of information products. * Maintaining regular updating of web pages in tandem with the annual cycle of print publishing. * Assist Information Services Manager in strategic developments to the management information system (currently CareerHub), and support colleagues and clients with problem-solving as required. * Supervising Information Assistant with processing of incoming mail, receiving bulk deliveries, and other tasks as appropriate * Training and supporting colleagues with relevant tasks and technical skills. * Enquiry duties on rota basis, including responding to mailbox enquiries. * Helping students use software packages and problem-solving as needed. * Manage incoming data about employers, liaising with them as required. * Action online sponsor logos and links as agreed with sponsors by Employer Services Manager. * Contributing to the collection and analysis of student feedback and service usage statistics. * Purchasing and dealing with subsequent financial administration for items including information resources, printing services, marketing materials, training and membership fees, and visitors’ expenses. * Keeping up-to-date with professional information issues. * Deputising for the Information Services Manager when required. |
| **Information Services duties specific to this post** | * Marketing the Careers Service to students, including initiating and evaluating new marketing activities. * Managing the rota for responding to mailbox enquiries. * Responsible for liaising with University IT staff to maintain software on student computers. * Visiting employers and writing reports on visits. |
| **General duties** | * Participate in planning and delivering events e.g. careers fairs, open days, freshers’ events. * Any other duties specified by line managers or Head of Careers Service. |

## Person Specification

| **Criteria** | **Essential** | **Desirable** | **Assessed by** | | |
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| A/F | I/T | R |
| **Qualifications** | | | | | |
| Educated to degree level or equivalent | X |  | X |  |  |
| Masters in Information Management (ideally CILIP-accredited course), or equivalent qualification |  | X | X | X |  |
| A Level Mathematics |  | X | X |  |  |
| **Experience/Knowledge** | | | | | |
| Experience of information services or comparable work, and an understanding of how to apply professional information skills in the context of the Careers Service | X |  | X | X | X |
| Experience of analysis and interpretation of complex information | X |  | X | X |  |
| Ability to work analytically whilst retrieving, classifying and providing information | X |  | X | X |  |
| Experience of using Microsoft Office packages to an advanced level, including Word and Excel | X |  | X | X |  |
| Experience in working independently with limited supervision, including experience in prioritising and working under pressure | X |  | X | X | X |
| Knowledge of current issues in Higher Education and the issues faced by students | X |  | X | X |  |
| Knowledge of the graduate market, including the key employers and graduate occupations |  | X | X | X |  |
| **Skills** | | | | | |
| Ability to deal with clients’ enquiries with empathy and to use exemplary listening and questioning skills to diagnose client needs, whilst using tact and diplomacy | X |  | X | X | X |
| Excellent written communication skills with ability to express ideas clearly, succinctly and professionally in first class English | X |  | X | X | X |
| Ability to acquire software skills rapidly e.g. management information system (currently CareerHub), database software such as Business Objects, student records software and financial software, and web editing and publishing software | X |  | X | X |  |
| Ability to write and edit information for online publication | X |  | X | X |  |
| Excellent numeracy skills and ability to interpret and present data | X |  | X | X |  |
| Good organisational and project management skills | X |  | X | X | X |
| Capacity to work flexibly and cope with competing demands whilst managing time effectively | X |  | X | X | X |
| Independent thinker and creative problem-solver | X |  | X | X | X |
| Ability to work as part of a team | X |  | X | X | X |
| Ability to manipulate large spreadsheets / databases with accuracy and confidence |  | X | X | X |  |
| **Attributes** | | | | | |
| A meticulous and diligent approach and commitment to delivering high standards | X |  | X | X | X |
| Willingness to undertake other duties to maintain service standards | X |  |  | X | X |

Code: A/F – Application form, I/T – Interview/Test, R – References

**Hours & Conditions**

The post is full time, which equates to 36.5 hours per week, worked Monday to Friday over the full year. There is some flexibility regarding exact hours in tandem with other staff in the team to provide cover for service delivery. The post is not suitable for job-share.

The opportunity to take leave may be restricted during the busiest periods, which include October and November.

Sep 2017