

**JOB DESCRIPTION**

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| **Job Title** | **Information, Advice and Guidance (IAG) Adviser** |
| **School /Service** | **External Relations** |
| **Grade** | **E** |
| **Location and Hybrid working status** | **University Square Campus** |
| **Reporting to** | **Information, Advice and Guidance Manager** |
| **Line management for** | **N/A** |
| **Key working relationships: Internal** | **Students, UEL schools and services.** |
| **Key working relationships: External** | **Applicants, further education colleges, voluntary and community sector providers, other education and training providers, widening participation and other external networks.** |
| **Contract type/ Hours** | **Permanent, 1.0 FTE** |

Build your career, follow your passion, be inspired by our environment of success

**#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our ground-breaking [10-year Vision 2028 strategic plan](https://www.uel.ac.uk/about/vision-2028), orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**BRIEF OVERVIEW OF SERVICE/SCHOOL:** External Relations Directorate

We have built an External Relations Directorate that has brought together an integrated Communications & Engagement and Student Recruitment & Marketing service. The directorate is made up of several teams including Communications & Engagement, Marketing, Recruitment and Conversion, Outreach and Access, Design and Digital, Events and Advancement and the International Office. We are looking for team members who will be part of embedding an innovative practice to our External Relations Directorate and enjoy working in an agile environment as we work towards a culture of the ‘continuous new’.

**BRIEF OVERVIEW OF THE DEPARTMENT / TEAM**

The UEL IAG Service is a Matrix accredited service, which works to widen participation and recruit underrepresented groups particularly mature learners, in a client centred approach. We are a small team delivering a key objective within the University.

**JOB PURPOSE**

To deliver Information, Advice and Guidance (IAG) to prospective applicants about education opportunities. To support the development and delivery of a programme of outreach IAG and taster events, leading on specific areas which may include developing links with access providers and tutors, working with community groups, supporting specific short and preparatory programmes.

**KEY DUTIES AND RESPONSIBILITIES**

* To deliver IAG to prospective applicants in person and virtually, by telephone and email, and using a Customer Relationship Management (CRM) system, in accordance with the Matrix standard.
* To liaise, plan, develop, deliver and evaluate pre-entry IAG-related workshops both in person and online with relevant materials including (but not limited to) topics such as making an application, writing an effective personal statement and UCAS workshops. To also include taster days, funding for HE, postgraduate study, teacher training and other career-related workshops. This will include the preparation of high-quality materials and liaison with colleagues to ensure a coherent and professional programme.
* To develop, support and deliver IAG by outreach in a range of settings including, for example, colleges, adult education providers, voluntary, charitable and community organisations, libraries and fairs/events, to ensure IAG outreach targets are met.
* To attend and contribute to internal and external meetings including representing the IAG service and its contribution to widening access. To maintain an overview of key developments within the FE/HE and adult skills sector and attend workshops, conferences and other training events to keep informed of developments which impact on the work of the IAG Service.
* To work flexibly from our IAG centre and in an outreach capacity where required including occasional evening and weekend work and travelling between sites/locations if required. To attend open days and evenings and other marketing events to provide IAG to potential students.
* To produce and contribute to regular reports to specified deadlines as required by UEL and external organisations.
* To have an interest in content creation and production for social media and contribute to publicising the team’s work through the website, newsletters and internal publications.
* To promote equality of opportunity and widening participation through all aspects of the role.

The duties and responsibilities outlined above provide a general overview of the range of tasks that an **Information Advice and Guidance (IAG) Adviser** at the University of East London may be required to perform. Please note that this job description is not exhaustive, and additional tasks aligned with the role's grade may be assigned as needed.

The job description may also be updated to reflect changes in circumstances, and employees will be consulted if any amendments are required.

**All employees must adhere to all UEL policies and regulations, demonstrating a commitment to equal opportunities within a diverse and multicultural environment. Employees are also expected to actively contribute to building and maintaining a positive reputation for UEL in all their professional activities.**

**PERSON SPECIFICATION**

The University's Core [Values](https://www.uel.ac.uk/about/governance/ethical-framework) are **Passion, Inclusion, Courage**, and they are at the root of everything we do and everyone in our community is expected to demonstrate them.

The table below outlines the essential and desirable criteria required to perform the role effectively. Candidates will be shortlisted based on how closely they meet these criteria.

|  |  |  |  |
| --- | --- | --- | --- |
| Education and Qualifications | Essential | Desirable | Criteria assessed by |
| *A degree* |  |  | **A/C** |
| *Postgraduate Diploma in Careers Guidance or equivalent* |  |  | **A/C** |
| *Teaching qualification* |  |  | **A/C** |
| Experience/Knowledge |  |  |  |
| *Experience of working within a further or higher education-based Information, Advice and Guidance or Careers service delivering client-centred IAG for adults including one to one interview.* |  |  | **A** |
| *Experience of delivering presentations and workshops to adults and young people on themes such as course and career choice, career planning, UCAS and writing a personal statement.* |  |  | **A/I/P** |
| *Experience of developing a range of resources, including web-based materials, to inform and support learning for different audiences.* |  |  | **A** |
| *Experience of partnership working, taking different partners’ needs and systems into account.* |  |  | **A** |
| *Experience of analysing data to assess the impact of work delivered.* |  |  | **I** |
| *Knowledge of widening participation including the HE policy context (for example, the role of the Office for Students and Access and Participation Plans) and the barriers that prevent people from progressing to higher education.* |  |  | **A/I/P** |
| *Excellent digital skills with competence in using MS Office, including Excel, and the ability to retrieve, organise, analyse and present data. Willingness to undertake training in digital skills including, for example, but not limited to, Power BI.* |  |  | **A** |
| *Experienced user of a CRM system, preferably MS Dynamics.* |  |  | **I** |
| *Experience of supporting mature students applying to HE.* |  |  | **I** |
| Skills/Abilities |  |  |  |
| *Strong interpersonal and communication skills (both written and verbal) including the ability to liaise with a range of support and teaching staff across the university and in colleges and other relevant organisations.* |  |  | **I** |
| *Ability to write reports and project plans.* |  |  | **I** |
| *Ability to negotiate with colleagues and partners to develop and deliver excellent workshop content with appropriate delivery to maximise participant benefits.* |  |  | **I** |
| *Experience of planning, prioritising and organising own work whilst ensuring the effective use of resources.* |  |  | **I** |
| *Experience of planning events including risk assessments and managing safeguarding where required.* |  |  | **I** |
| *Experience of working on own initiative and without supervision, using creativity to resolve problems, identifying practical and suitable solutions.* |  |  | **I** |
| Other Competencies required |  |  |  |
| *Flexibility and ability to work outside of standard office hours.* |  |  | **I** |
| *Commitment to and understanding of equal opportunities issues within a diverse and multicultural environment.* |  |  | **I** |

Criteria assessed by Key:

A = Application form/CV C = Certification I = Interview P = Presentation task Other Activity = (please specify e.g

Micro teaching, test etc.)

**Further Information:**

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.

**Disclosure and Barring Service (DBS):**

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.