



Job Title	Statistics and Operations Assistant
School/Department	Careers and Employability Service
Job Level	UNNC Scale A level 2
Job Family	Administrative, Professional, and Managerial
Contract Status/ Appointment Duration	Full time, fixed-term contract for 3 years. This contract may be extended based on mutual agreement
Location	University of Nottingham Ningbo China
Hours of Work	Regular working hours, Monday to Friday
Responsible to	Business Analysis Officer

Purpose of role

The purpose of the role is to assist in the Business Analysis officer and administration of the Careers and Employability Service by providing support and advice to staff/students efficiently and to a high standard.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Planning & Organising</p> <ul style="list-style-type: none"> ▪ Plan and organize graduate dispatch procedure to ensure that deadlines/student expectations are met. <ul style="list-style-type: none"> ○ Deal with graduates dispatch procedure for UG, PGT and PhD according to regulations. ○ Deliver information session to support students understand regulations and complete procedures as required. ▪ Plan and organize careers and employability services for certain academic programmes <ul style="list-style-type: none"> ○ Understand students' needs and expectation of certain academic programmes ○ Organize 'spotlight on ' session for certain academic programmes every year to support students career planning ○ Share updated careers information with students in those academic programmes regularly ▪ Participate in or co-ordinate careers and employability data management relevant projects or development activities. ▪ Make recommendations about the use of data and resources relevant to careers and employability. ▪ Input into the annual resource planning process to ensure that resource requirements of own work area are recognised. 	30
2	<p>Liaison</p> <ul style="list-style-type: none"> ▪ Communicate and build working relationships with key contacts from other school/departmental/work units as well as external bodies, to support careers and employability relevant data management. ▪ Attend meetings, as requested by manager, to support careers and employability service activities and to report back on main discussion points. 	10



3	Customer/Service Support <ul style="list-style-type: none">▪ Provide careers and employability relevant advice to peers and customers to respond and independently resolve a range of standard and unforeseen issues, within pre-determined operational limits.▪ Act as an effective deputy in the absence of manager in the team of operation, resources and system, with discretion to make decisions with a short term impact to provide immediate support/problem resolution.▪ Advice and/or train service users on specific aspects within operation, resources and system.▪ Diagnose and rectify faults/problems with careers management systems and/or graduates dispatch and data management procedures.	10
4	Continuous Improvement <ul style="list-style-type: none">▪ Advise on and propose changes in procedures, plans, priorities and office systems to improve operational efficiency and quality of service within operation, resources and system team.▪ Keep careers and employability relevant skills up to date and develop depth or breadth of knowledge in a particular area through learning from more senior/experienced colleagues, exposure to a range of activities, and/or formal training/professional qualification.	10
5	Analysis, Reporting & Documentation <ul style="list-style-type: none">▪ Collect graduates destination data to achieve required response rate.▪ Analyse data/statistics, interpreting and reporting patterns and trends and highlighting and prioritising any issues for further investigation to support informed decision making (e.g. graduates destination data, employer database gap analysis, NAA, career readiness survey).▪ Plan and organize annual careers and employability data.<ul style="list-style-type: none">○ Work on careers and employability reports.○ Update graduates destination on webpage, handbooks, brochures, database.○ Utilize destination data to support students to develop employability skills and career planning.▪ Identify gaps or shortfalls in information and search for sources of information to fill these.	30
6	People Management <ul style="list-style-type: none">▪ Oversee the day-to-day running of graduates employment procedure and data management, allocating resources, scheduling work and providing support, advice and encouragement to staff in order to ensure work objectives are met.▪ Select or play a significant part in the selection of staff and training of new staff for graduates' employment procedure and data management.▪ Act as first point of contact for day to day staff welfare issues (e.g. sickness), initiating appropriate action by involving or referring to the relevant person.	5
7	Other <ul style="list-style-type: none">▪ Work on rotation and support other teams where necessary;▪ Participate in training and staff development events as trainer or trainee as appropriate;▪ Maintain appropriate professional development, expertise and awareness;▪ Undertake other tasks and responsibilities as may reasonably be required.	5



Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none">▪ Well-developed written and verbal communication skills and interpersonal skills.▪ Analysis & problem solving capability.▪ Planning and organisational skills, particularly workflow management.	
Knowledge and experience	<ul style="list-style-type: none">▪ Experience of working with relevant specialised equipment, software, hardware or procedures.▪ Experience of working/responding independently and dealing with unforeseen problems and circumstances.▪ Comprehensive knowledge of the work practices, processes and procedures relevant to the role.▪ Operating knowledge of services/systems/processes in own area that would be required to provide first line advice and guidance, typically of a more technical/specialised nature, to customers.	
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none">▪ University degree in a relevant subject, or equivalent qualifications/certification, plus considerable experience in a relevant role(s). OR <ul style="list-style-type: none">▪ Broad substantial relevant experience demonstrating general knowledge of a technical, financial or professional practice and development through involvement in a series of progressively more demanding, relevant work.	
Statutory, legal or special requirements		



Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.
- Taking ownership** Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.
- Forward thinking** Demonstrates the ability to learn, and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.
- Professional pride** Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team.
- Always inclusive** Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic.

Key relationships with others

