**Job Title:** Digital Content and Systems Coordinator

**Salary:** £30,000 – £35,000

**Department:** Employability Service

**Key Internal Contacts:**

* Students
* Professional services
* Academics

**Key External Contacts:**

* Alumni
* Employers

**Job purpose:**  To coordinate digital content and initiatives that enhance the employability journey of students and alumni, ensuring they receive timely and effective support.

Deliver exceptional first-line support to students through various channels (in-person, email, online), ensuring they receive accurate and timely advice and assistance.

To support the Employability Service to deliver engaging and impactful careers resources, initiatives and projects.

1. Take responsibility for maintaining, optimising and updating Careers Zone, Handshake platform and VLE pages as work within the service evolves
2. Develop and curate compelling written content for all digital platforms in collaboration with colleagues, ensuring it is engaging and informative
3. Support the development and ongoing embedding digital resources within university-wide initiatives, responding to staff working on these initiatives in a timely manner, referring technical issues to colleagues or suppliers as appropriate
4. Collect, analyse, and interpret data on student engagement to inform data-driven decisions and enhance service delivery.
5. Create reports highlighting key points relating to performance metrics and career development insights.
6. Promote employability events, internships, and job opportunities.
7. Manage key employability projects and ensure efficient delivery within the Employability Service.
8. Liaise with marketing to coordinate social media activity for the service, ensuring content is consistent, regular, and engaging. This includes creating content that appeals to students.
9. Manage professional communications with students and staff, ensuring accurate and timely information sharing.
10. Work collaboratively across all areas of the service to enhance and develop service delivery, as well as support colleagues during peak times.
11. Compliance with Health and Safety regulations, ARUL policies, and Data Protection Act 2018/GDPR standards
12. Comply with Equity, Diversity, and Inclusion, Safeguarding, Health & Safety, and Sustainability responsibilities as detailed in our policies and procedures.
13. Perform other duties, temporarily or on a continuing basis, as may reasonably be required, commensurate with your grade

**Educational Requirements**

**Essential:**

* Undergraduate degree
* Demonstrable appropriate level of experience and evidence of continuing professional development relevant to the role

**Experience Requirements**

**Essential**

* Experience providing administrative and/or customer service within a team-based environment
* Demonstrable appropriate level of experience and evidence of continuing professional development relevant to the role
* Proficiency in Microsoft Office

**Desirable**

* Experience of creating high quality content for social media (personal or professional)
* Previous experience working in an educational or higher education setting

**Knowledge and Skills**

**Essential**

* Strong administrative and IT skills, including working with digital systems, online platforms and data management.
* Excellent digital fluency (comfortable with digital platforms and picking up new IT skills)
* Keen eye for detail
* Excellent written and verbal communication abilities
* High level of organisation and a flexible approach to managing diverse responsibilities
* Collaborative team player with the ability to work independently
* Student-centred approach with a passion for supporting transformative higher education experiences
* Effective time management and task prioritisation skills

**Personal Characteristics**

**Essential**

* Positive, proactive attitude with a commitment to unlocking each student’s potential
* Dedication to equality, diversity, and inclusion in all activities
* Flexibility to support events and activities during evenings and weekends as required