

CANDIDATE PACK

Information and Communications Assistant

Student and Academic Services

UNIVERSITY OF
WESTMINSTER 



OUR UNIVERSITY

Under the inspirational leadership of Professor Peter Bonfield OBE, the University of Westminster is a place where discoveries are made, barriers are broken, diversity is celebrated and where everyone is welcome. Serving more than 21,000 undergraduate, postgraduate, apprentice and executive students, our mission is to transform the lives of young people from all backgrounds. We seek to make the world a more inclusive, sustainable, better, and healthier place through our educational, research and knowledge exchange endeavours.

Since our founding in 1838 we have stood out as innovators, committed to tackling social inequalities. In 2021, our University ranked 2nd in England out of more than 100 higher education institutions for social mobility. The ranking - produced by the Institute for Fiscal Studies and the Sutton Trust - compares the number of students from low-income backgrounds at universities, and the extent to which their studies helped them to move up the income ladder. Westminster has the second highest performance among universities in England.

As we focus forward to 2029, we will continue to do so in a way that is true to our progressive, compassionate, and responsible values. Our education offer will be more personalised and authentic, giving students from all backgrounds an opportunity of transformative learning, helping them succeed in their studies and professional lives. Our curriculum will be employability-linked, leading to stronger outcomes, and helping prepare our graduates for the world of work and for life. Our research and knowledge exchange will enable us to maximise our positive impact on societies in the UK and around the world in an environment where everyone is inspired to succeed. Our priorities of wellbeing, inclusion and sustainable development will help us as we navigate through the challenges and opportunities towards 2029.



OUR PRIORITIES

The University's 2022-2029 strategy, *Being Westminster*, sets us apart and builds on our unique history and achievements. In our University, we value social justice, moral conscience, inclusivity, and equality, acting positively together to make change for good.

The University of Westminster has three priorities.

WELLBEING

Working and studying together at Westminster as a community of students and colleagues is a big part of our lives – doing so in an environment that places our wellbeing front and centre helps us to be safe and feel safe. We care for the safety, health and wellbeing of those around us as well as ourselves.

INCLUSION

All Westminster, colleagues and students are in a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and is a place where harassment and discrimination are not tolerated. As a responsible institution, we strive to ensure and to champion equality. As a progressive institution, we take pride in our diversity. As a compassionate institution, we commit to an inclusive culture that allows students and colleagues to reach their full potential.

SUSTAINABLE DEVELOPMENT

We take inspiration from the 17 United Nations' Sustainable Development Goals (SDGs) in how we drive our actions and activities and governance across our University. As a community, we bring together our collective energies to play our part in addressing the climate crisis and inequalities to enable a more sustainable and socially just world. We are one of the top 20 universities in the world in SDG 5 for providing equal access and supporting the academic progression of women. We are one of the top 25 universities in the world in SDG 10 tackling economic, health based and international inequalities. We are in the top 50 universities in SDG 12 for promoting resource and energy efficiency, having a sustainable infrastructure, and providing access to basic services for all.



OUR OBJECTIVES 2022-2029

Against a backdrop of a changing and challenging higher education environment, the University has recently completed a major review of its objectives and strategy and has published its commitments for the period 2022-29.

EDUCATION

We will offer personalised and authentic education, underpinned by an inclusive curriculum, to enable all our students, from all backgrounds, to engage in transformative learning and to succeed in their studies and professional lives. We will address global, political, and social challenges through a relevant demand-led and forward-looking portfolio. We will do this by offering authentic teaching, learning and assessment modes which immerse students in the wider-world through live projects, work-based learning and global opportunities. We will invest in our people to enable all teaching colleagues to plan and deliver exceptional learning experiences and professional colleagues to offer exceptional support. Students will be empowered by working in partnership with colleagues and fellow students to shape the Westminster experience. We will develop an integrated physical and digital environment that supports excellent practical, active and collaborative learning for all our students.

RESEARCH AND KNOWLEDGE EXCHANGE

Research and knowledge exchange are fundamental to our commitment to making a positive difference to the world and transforming lives. We are committed to research in four priority areas: Diversity and Inclusion; Health Innovation and Wellbeing; Sustainable Cities and the Urban Environment; Arts, Communication and Culture. Our excellence in research and knowledge exchange will infuse our education endeavour, inspiring and equipping our students as agents of change locally as well as globally. We will continue to grow our community of PhD researchers, ensuring that the Westminster postgraduate research experience remains sector leading and the foundation for great careers. In knowledge exchange we will focus on engagement with government, business and with the public and local community. We will achieve more when we identify shared interests and build partnerships with our communities and collaborate for the public good with a clear civic purpose.

EMPLOYABILITY

We will ensure that all our students benefit from employability-led learning and purposeful engagement with employers, business, and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this through the further extension and embedding of programmes such as work-based and placement learning; the Westminster Employability Award; Westminster Working Cultures; mentoring; and student enterprise. Employability-related learning will be a core and critical part of the courses and curriculum we offer, right across the University. It will be front and centre of life at the University for students and colleagues.



A key priority will be the development of a dedicated Centre for Employability and Enterprise at 29 Marylebone Road, intended to transform our student experience and our engagement with business, industry, and employers. The Centre will provide a game-changing experience through which undergraduate and postgraduate students from across Westminster will come together and practise enterprise; develop an entrepreneurial mindset and skills; access training, work, projects, business advice and mentoring; and connect directly with employers. The future-focused environment of the Centre will scale up our employability provision, helping our students to be 'fit for the future' in the most challenging of post-pandemic labour markets and economic environments. It will strengthen links between our UK-based and international employer partners and our motivated, bright, work-ready students, affording employers access to a diverse mix of people right for the needs of the contemporary workforce.

GLOBAL ENGAGEMENT

We will raise the international reputation and reach of the University, ensuring that 30% of our undergraduate community and 70% of our taught postgraduates come to us from overseas. Overseas partnerships will remain central to our global engagements. We will prioritise the outward mobility of our students to partner institutions, contributing to students' development of employability skills and competences. We will extend and deepen our Trans-National Education relationships. These partnerships, particularly that with Westminster International University in Tashkent, will move beyond franchised or validated arrangements to embrace employability, alumni-related research, CPD and knowledge exchange connections.



OUR STRUCTURE

ACADEMIC STRUCTURE

Our structure is built to deliver an enhanced learning environment, stronger and broader industrial, international, and professional connections and pioneering and impactful research. The University comprises three Colleges:

Westminster Business School

- School of Organisations, Economy, and Society
- School of Finance and Accounting
- School of Applied Management
- School of Management and Marketing

Design, Creative and Digital Industries

- School of Architecture and Cities
- Westminster School of Arts
- School of Computer Science and Engineering
- Westminster School of Media and Communications

Liberal Arts and Sciences

- School of Social Sciences
- Westminster Law School
- School of Humanities
- School of Life Sciences

The University Executive Board comprises:

- Vice Chancellor and President
- Deputy Vice Chancellor (Employability and Global Engagement)
- Deputy Vice Chancellor (Education and Students)
- Deputy Vice Chancellor (Research and Knowledge Exchange)
- Chief Operating Officer and University Secretary
- Three Heads of College

PROFESSIONAL SERVICES

Our Professional Services teams support the effective and professional delivery of our teaching, research and knowledge exchange and the management of student residences and sports facilities.

- Academic Registry
- Business Engagement
- Estates
- Finance and Commercial Activities
- Global Recruitment, Admissions, Marketing and Communications
- Information Systems and Support
- People, Culture and Wellbeing
- Strategy, Planning and Performance
- Student and Academic Services



JOB DESCRIPTION

Job Title: Information and Communications Assistant

Reports to: Student Engagement and Employability Projects Manager

Department: Careers and Employability Service

Grade: NG3

ROLE PURPOSE

To assist with coordinating and producing all careers and employability-related information, communication, and marketing, as well as providing excellent service to all stakeholders.

PRINCIPAL ACCOUNTABILITIES

1. Deal with all incoming Careers and Employability enquiries face-to-face, telephone, post, email, social media channels
2. Implement and deliver the production of all Careers and Employability marketing and communication material, including online, digital, print, e-mail, newsletters, and social media.
3. Provide information and advice services for Careers and Employability stakeholders, providing courteous and efficient service when answering internal and external enquiries and making referrals where necessary.
4. Maintain and update the Careers and Employability opportunities, events, and resources system (Engage), including the approval of opportunities added by recruiting and partner organisations in line with policies and procedures.
5. In consultation with the Student Engagement and Data Coordinator, work with Marketing and Communications team colleagues to update and maintain the Careers and Employability web pages and content.
6. To Maintain and update Careers and Employability resources and information systems, including online, print, digital, and those stored in the Careers and Employability opportunities, events, and resources system (Engage).
7. Collect, update, and maintain accurate records and key data, on appropriate University systems.
8. Assist with collecting, analysing, reporting, and disseminating student engagement and experience data to various stakeholders.
9. Support the development of targeted student and graduate campaigns to increase student engagement



with Careers and Employability services.

10. Support the development of best practice guidelines and operational plans for the Student Engagement and Projects team, documenting and updating procedures where necessary.
11. To Participate in Careers and Employability outreach and promotion activities, including inductions, staffing outreach stands, open and applicant days and preparing marketing materials.
12. Undertake any other such duties within the competence of the post holder as may be assigned by the Student Engagement and Employability Projects Manager

CONTEXT

This post forms part of the Student Engagement and Projects team. The team acts as the link between the Careers and Employability Service and our student and graduate clients, ensuring high customer satisfaction.

The team's primary purpose is to enhance students' employability by widening access to the service, continually undertaking cutting-edge projects and initiatives, and ensuring services are communicated effectively and underpinned by customer feedback and student needs.

Graduate Employability is one of 7 key measures of success in the University of Westminster's strategy. Careers and Employability colleagues work in cross-functional teams and on collaborative projects within the University and with external partners to increase graduate employability. The Careers and Employability Service is committed to continuous quality improvement in services and places student experience and outcomes at the heart of our work.

The Careers and Employability Service is part of the Employability and Graduate success cluster based in Student and Academic Services and is organised into 3 teams – Careers Advisory Service, Work Experience and Recruiter Engagement, and Student Engagement and Projects.

The job will be based at a named site, but all University appointments are made on the understanding that staff may serve at any of the service points should the need arise.

Student and Academic Services (SAS) provides professional, efficient, effective, and consistent researcher and student-focused support and services across the University's main sites in the West End and at Harrow. It will lead on professional support for a wide range of governance, research, learning and wellbeing interventions that enhance the experience of students, staff, and alumni throughout their relationship with the University.

SAS is committed to developing the skills and capabilities of its staff through a proactive programme of staff development. The postholder will be expected to engage in personal development and to be a role model to all members of the department.



SAS is a large and complex Directorate organised into six clusters.

- Business Operations
- Employability and Graduate Success
- Learning Innovation and Digital Engagement
- Library and Archive Services
- Research and Knowledge Exchange Office
- Student Support and Residential Life

DIMENSIONS

This role does not have budget or line management responsibility,



PERSON SPECIFICATION

QUALIFICATIONS

Essential

- A levels or equivalent practical experience

Desirable

- Degree or equivalent practical experience

TRAINING AND EXPERIENCE

Essential

- Experience of working in customer service and delivering a high standard of customer care.
- Excellent IT skills, including good working knowledge of MS Office (word- processing, spreadsheet, PowerPoint and database packages, email, and Internet research).
- Experience undertaking general office duties, including reception duties, dealing with telephone and written enquiries and office filing.
- Experience working in a busy team environment.
- High standard of numeracy and literacy.
- Experience in writing information material, ensuring appropriate tone and accuracy.

Desirable

- Information/library, advice work, recruitment services, employer liaison and marketing skills
- Experience of working in a student support, marketing, or recruitment role.

APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

Essential

- Excellent oral and written communication skills.
- Able to relate to, and communicate effectively with, a wide range of people.
- Excellent at paying attention to detail, organising and prioritising work and to work accurately under pressure and to tight deadlines.
- Excellent interpersonal skills and at establishing good working relationships with staff, students, and external partners.



- Ability to understand customer needs and assess the potential impact on the student experience when making decisions.
- Ability to ensure outcomes are delivered.
- A flexible attitude to changing workloads.
- Strong commitment to providing excellent customer care to a range of stakeholders.
- Ability to use tact and discretion when working with sensitive and personal issues.
- Enjoy working as part of a busy team.
- Flexible to adapt to an ever-changing environment.
- Efficient and reliable.
- Have a high level of commitment.
- Have a pro-active approach to problem solving.
- Self-motivated, committed, and flexible Able to work on own initiative.
- Commitment to personal and professional development.
- Fully committed to contributing to a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable

Desirable

- Familiarity with the University and its courses and services.
- Knowledge of the services provided by the Careers and Employability Service.

Other

- At certain times of the year there will be a requirement to work some overtime. Although based in Central London, candidates must be prepared to travel to Harrow on occasion and may be required to work on other university sites.



HOW TO APPLY

To apply for this vacancy, please visit our [vacancies page](#) where you will be able to download our application form template. You will then be requested to complete a quick registration before being able to upload completed application form and any supporting documentation.

Applications should include:

- A concise statement in support (ideally no longer than two pages), addressing the criteria in the Person Specification and motivation for applying.
- You may also include an up to date curriculum vitae.
- names and contact details of two referees (although referees will only be approached at offer stage).

The deadline for receipt of applications is midnight on 22 May 2024.

Interviews will take place on 03 June 2024.

An appointment will be made subject to proof of eligibility to work in the UK and satisfactory references being obtained.

At the University of Westminster, diversity, inclusion, and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders.

We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse, and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

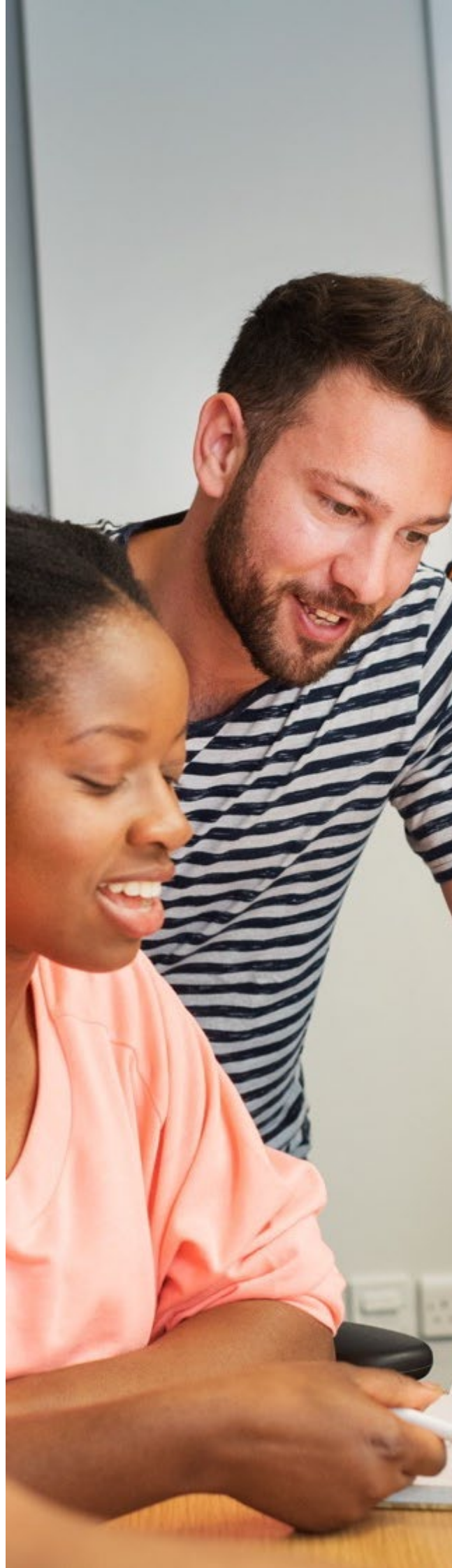
The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative, and flexible employer. Further details of Smart Working can be discussed at interview stage.



OUR BENEFITS

The University offers a range of wellbeing and work-life balance benefits to recognise and reward the essential contribution our colleagues make to success and growth. Our benefits are inclusive for colleagues of all backgrounds including LGBTQ+ colleagues, disabled colleagues, pregnant colleagues, parents, and carers, as well as colleagues of all genders, age, ethnicities, nationalities, religion and beliefs, and marriage and civil partnership status.

- 35 days annual leave per year, plus bank/national holidays and University of Westminster closure days (pro-rata for part-time staff).
- A generous occupational pension scheme.
- Annual incremental progression and/or cost of living reviews.
- Generous maternity, paternity and adoption leave.
- Flexible working and smart working.
- Learning and development opportunities.
- Free membership rates for a wide range of sporting facilities, including gyms at Regent Street and Harrow campuses, as well as the Chiswick Sports Ground.
- Employee assistance programme.
- The opportunity to participate in other attractive employee benefit schemes such as Cycle to Work, Eye Care Vouchers, Season Ticket Loans, and Give As You Earn.





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