

Graduate Internship

Job description

London Met school/PSD:	Student Journey		
London Met section:	Academic Services, Customer Liaison Team & Student Services		
London Met unit:			
Job title:	Graduate Intern: Student Journey		
Post reference no:	18GISJ	Effective revised:	May 2018
Rate of pay:	London Living Wage		
Report to:	Business Operations Coordinator		
Responsible for:	N/A	Direct reports:	N/A

Job purpose:

This role is designed to suit a recent graduate of London Metropolitan University with an interest in gaining employability skills covering:

- **Self-reliance** – self-management, readiness to accept responsibility, flexibility, resilience, time management
- **People skills** – teamwork, communication skills, listening and questioning, respecting others, contributing to discussion
- **General employment skills** – problem solving, literacy, application of numeracy
- **Specialist skills** – business and customer awareness, application of information technology

The post holder will be expected to use their own initiative and undertake self-directed learning within a supportive environment to develop their own skills and a good working knowledge of the School/Department, policies and procedures and the wider University in order to make a positive contribution to the team and service delivery.

Graduate Interns will be supported throughout their Internship with training and development.

Range of key areas:

- Customer Service
- Team Support
- General Office Administration
- School/Department Specific Support

It is expected that the role will cover most or all of the following range of duties and responsibilities:

1. Customer Service

- 1.1 Be a point of contact for internal and external customers in person, by phone and by email.
- 1.2 Represent the School/Department to customers providing a professional and helpful service.
- 1.3 Respond to a range of standard queries referring to established policies and procedures, seeking advice when needed.

2. Team Support

- 2.1 Support colleagues with general day to day work and projects.
- 2.2 Carry out a range of tasks as allocated by the School/Department.
- 2.3 Work flexibly to meet the changing School/Departmental needs.
- 2.4 Be aware of and work within School/Departmental deadlines and priorities which will vary from time to time.

3. General Office Administration

- 3.1 Draft a range of written correspondence and reports.
- 3.2 Provide general office administrative support to the team including filing, photocopying and post organisation and distribution.
- 3.3 Maintain accurate administrative and IT records as directed;
- 3.4 Support and attend a range of meetings, taking notes and assisting with organisation.

4. School/Department Specific Support

- 4.1 In addition to the above duties, depending on the location and nature of the Internship, you may be asked to work alongside and support staff in specific projects or units undertaking more specialist work.

Each of the three roles will support a key activity within the department. Interns may be assigned to:

- 4.2 Activities that support initiatives that are coordinated across the Student Journey. This may include reviewing and assisting with communications, and analysing data.
- 4.3 Assisting the Business Operations Coordinator in individual projects across the department.
- 4.4 Specific activities supporting team functions in each of the four service areas.
- 4.5 Each intern will receive student or staff queries in face to face, email and online fora responding where appropriate but also referring to specialist teams and making appointments where necessary. Channels of communication may include email, telephone, face to face and online chat media as appropriate
- 4.6 Additionally appointees will support a range of peak activities across the department especially the enrolment and induction of new students and the work of specialist teams in the tuition fees and casework areas.

Miscellaneous:

1. Exemplify and promote the values of the University. Have a strong commitment to coaching and developing; working cooperatively with colleagues; valuing the contribution of others and sharing knowledge and expertise.
2. Undertake other duties of a reasonable nature, as may be determined by the postholder's supervisor from time to time, in consultation with the postholder.
3. Carry out all duties in accordance with the University's Equal Opportunities Policy and other policies designed to protect members of staff or students from harassment. It is the duty of the postholder not to act in a prejudicial or discriminatory manner towards members of staff, students, visitors or members of the public. The postholder should also counteract such practice or behaviour by challenging or reporting it.
4. Take reasonable care of health and safety of self, other people and resources whilst at work to comply with the University's Health and Safety Policy, Codes of Practice and local rules.
5. Co-operate with the line manager or any other person with specific responsibility for health and safety, to enable the University's responsibilities under the Health and Safety at Work Act to be performed.

Review clause:

This is a description of the job as it is presently constituted. It is the University's practice to periodically examine job descriptions and to update them to ensure that they accurately reflect the job that is required to be performed, or to incorporate proposed reasonable changes. This procedure is conducted jointly by each manager in consultation with the individual whose job description is being reviewed. All staff are expected to participate fully in such discussions. When a manager seeks to amend or vary the job description it will seek to do so with the agreement of the employee, giving consideration to any representations s/he may wish to make. Where agreement is not possible, the manager will confirm the changes to the job description to the employee in writing, together with the date on which the changes will take effect. The manager will provide an explanation as to why any representations have been unsuccessful, by whatever means is appropriate. Where changes are made to a job description, consideration will be given to whether the post should be subject to re-evaluation under the University's job evaluation scheme, depending on the extent and scope of the changes.

Special features:

Does this post include any of the following:

Please select Yes or No in each case

Some cross-campus travel	Yes
Regular cross-campus travel	No
International travel	No
Lifting loads in excess of 5kg	No

Please consider any of these features when completing the Risk Identification form.

Person specification

Attributes	Relevant criteria
<p>1. Education and training</p>	<p>A Graduate or Post Graduate of London Metropolitan University who has successfully completed a course of study in 2018 and have had their award confirmed.</p>
<p>2. Skills and abilities</p>	<p>Ability to communicate both orally and in writing with customers and colleagues at all levels and liaise effectively with internal Schools and Departments.</p> <p>Able to maintain professionalism, display patience and politeness within a sometimes pressurised environment.</p> <p>Good team working skills, a conscientious, flexible and ‘can do’ working style, and an ability to work with minimal supervision.</p> <p>Confidence to deal with difficult situations and to know when appropriate to seek guidance from line manager and/or other colleagues.</p> <p>Competence in word processing, email, spreadsheets and web browsing.</p> <p>Literate and numerate with excellent attention to detail.</p> <p>Empathy and understanding.</p> <p>Ability to maintain appropriate levels of confidentiality.</p> <p>Flexibility — hours and duties may alter to reflect the changing needs of the service.</p>
<p>3. Special requirements</p>	<p>A strong commitment to:</p> <ul style="list-style-type: none"> • the University’s values, mission and strategic plan; • a “coaching and developing” approach when dealing with colleagues and students; and • working collegially; valuing the contribution of others and sharing knowledge and expertise.

Risk identification form

(For employment health assessment purposes only)

The University's OH Service uses this information to decide whether a health assessment of the new member of staff is required for safety reasons or to meet statutory requirements. For advice on how to complete this form please contact the OH Service (londonmet@ohworks.co.uk)

This job involves	Please select Yes or No	Guidance
Working with babies or young children	No	Answer ' Yes ' for work involving contact with pre-school children e.g. Early Years Education Centre or a nursery.
Working with hazard group 2 or 3 pathogens including work with unscreened blood	No	Answer ' Yes ' if the person will be directly involved in handling cultures of hazard; Group 2 or 3 pathogens; or handling samples which may contain such pathogens e.g. unscreened human blood or serum.
Work requiring health surveillance	No	Health Surveillance may be required for regular work with solder, epoxy resins, glutaraldehyde or other particularly hazardous chemicals, machining of hardwoods or regular exposure to noise in excess of 85dbA. This will be dependent on a risk assessment for the work activity. If there is no current surveillance programme set up for the work which you think requires surveillance contact the Safety and Environment Office or the OH Service to discuss this.
Driving University vehicles	No	Answer ' Yes ' if the person is regularly required to drive a vehicle in order to carry out their duties. Includes mechanised pallet trucks, forklifts etc.
Night working	No	Answer ' Yes ' if the person is working on a regular basis between the core hours of 22.00 and 06.00.
Fieldwork or travel abroad on University business	No	Answer ' Yes ' if the person will be required to travel abroad on University business.
Food Handling	No	Answer ' Yes ' if the work will involve touching unwrapped food to be consumed raw or to undergo further cooking. Answer ' No ' if the foods handled are drinks or wrapped e.g. packaged sandwiches and biscuits.
Safety-critical work	No	Answer ' Yes ' if the job regularly requires work which poses significant risk of injury to oneself or others in the event of sudden illness or loss of function by the person carrying out the work e.g. operating heavy lifting equipment, operating workshop machinery, work at height, direct handling of chemicals posing risk of significant injury or harm if spilt. Answer ' No ' if such work will only occur occasionally. Laboratory based work will not usually be classed as safety-critical unless it includes one or more of the features above.
Other work requiring health clearance	No	Answer ' Yes ' if the job will require health clearance to meet the requirements of a joint employer or for a work placement or collaborative working with another institution. The OH Service will contact the manager for further information.