**Graduate Internship Programme – Job Description**

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| **Job title** | Study Support Graduate Project Coordinator (SS1) |
| **School / Department** | Study Support |
| **Line manager who the intern will report to** | Anita Afam |
| **Is this role hybrid working or permanently onsite at UWL?** | Hybrid working |

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| **Please provide a one sentence description for advertising the role on the GI website** |
| Supporting the delivery and continuous development of the [Study Support Team](https://www.uwl.ac.uk/current-students/support-current-students/study-support). |

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| **Main purpose of the job** |
| The aim of the internship is for the post holder to gain employability skills and experience of working in a professional working environment and an understanding of aspects of the business.The main purpose of this role is to provide project, administrative and technical support to cover the duties of graduate level project (s) assigned by a line manager from the Study Support team.The post holder will be working within a team and will be expected to use their own initiative and undertake self-directed learning within a supportive environment to develop their own skills and gain a good working knowledge of the Study Support team policies and procedures and of the wider University, in order to make a positive contribution to the team and the Study Support team.Graduate Interns will be supported throughout their internship with a programme of development and evaluation. |

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| **What you will gain from this internship** |
| * Gain insight of working in Higher Education
* Earn experience supporting a support services’ operations
* Learn how to work autonomously as well as part of a team
* Develop transferable skills that can be utilised in other roles and sectors.
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| **Key areas of responsibility** |
| * Promoting Study Support Team activity – The successful candidate would be required to create resources to promote the support opportunities available. This would include sending a biweekly email to the mailing list, writing blogs for university newsletters and coordinating promotional events.
* Gathering feedback from all study support team activities – The successful candidate will assist with creating feedback and evaluation forms and identifying effective ways to distribute them to service users.
* Support the creation of study support resources – The successful candidate will be required to assist in creating accessible study guides using existing workshop material, support in the recording of workshop content and work with the web content team to create a user-friendly website.
* Providing administrative support – The successful candidate will be required to support the team with administrative tasks including monitoring shared inboxes, maintaining databases, taking minutes in meetings and more.
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| **Skills/knowledge required** |
| * Great IT skills and working knowledge of Microsoft office programmes (Word, Excel, PowerPoint etc.)
* Ability to communicate both orally and in writing with students and colleagues
* Good team working skills, a conscientious, flexible and ‘can do’ working style, and an ability to work with minimal supervision
* Ability to maintain professionalism, display patience and politeness within a sometime pressured environment
* Confidence to deal with difficult situations and to know when appropriate to seek guidance from line manager and/or other colleagues.
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| **Recruitment criteria** |
| Graduate must have completed an undergraduate degree, BA/BMus/BSc/BEng/LLB etc. and be from the summer graduating class of June/July 2023. |

Updated: Jan 2024