

## **ASTON UNIVERSITY Birmingham, UK**

### **Careers+Placements – Job Shop & Volunteering Assistant, Erasmus Internship**

This is an exciting internship/placement opportunity to join the Careers+Placements Team at Aston University.

**Working hours:** preferably full time Monday-Friday or part time combined with studies at Aston University during an Erasmus Exchange

**Start date:** August- September (negotiable)

**Duration:** 6 to 12 months negotiable

**Remuneration:** The intern will receive the Erasmus grant from their home university

**Closing date:** 27<sup>th</sup> September 2019

**To apply:** Email a short motivation letter and a CV to Cathy Laird, Job Shop Manager  
[c.b.laird@aston.ac.uk](mailto:c.b.laird@aston.ac.uk)

As a Job Shop & Volunteering Assistant, you will sit within the Job Shop team and will be part of a high-profile, fast-paced and high-performance department.

#### **The main responsibilities of this role will be:**

Support and coordinate the Volunteering Service through business engagement activities, assisting with building relations with National UK based charitable organisations.

Support and map volunteering opportunities to complement Aston's schools of study degree courses through internet based research.

Assist with the coordination and administration of various early work experience processes, including Customer Relationship Management.

Work closely with the JobShop and Volunteering Manager to support the implementation of ongoing improvements to ensure delivery of an efficient service to students

#### **Skills/experience you can expect to gain through this placement**

Self-reliance skills – productivity, persistence, resourcefulness, prioritising, planning, networking, relationship building, self-motivation, punctual, innovative.

People skills – team working, organising, communication, listening, tact, sensitivity, customer handling, cultural awareness.

General employment skills – problem solving, numerical analysis, reliability, decision making, IT literacy, accuracy, trustworthiness, conscientiousness.

Specialist skills –Creating and designing Marketing literature. Excellent Telephone Skills.

## Person specification

	Essential	Method of assessment
<b>Education and qualifications</b>	Currently studying at Degree level.	Application
<b>Experience</b>	<p>Experience of delivering excellent customer service to diverse stakeholders, including supporting customers remotely and face to face.</p> <p>Experience of working to targets or KPIs.</p> <p>Experience of relationship building, both face to face and over the telephone.</p>	<p>Application, Video Interview</p> <p>Application, Video Interview</p> <p>Application</p>
<b>Aptitude and skills</b>	<p>Ability to work both independently and collaboratively.</p> <p>Ability to work under pressure to meet deadlines and achieve targets.</p> <p>Able to analyse problems and use judgment to provide pragmatic and workable solutions.</p> <p>A flexible and collaborative approach.</p>	<p>Application, Video Interview</p> <p>Application, Video Interview</p> <p>Video Interview</p> <p>Application, Video Interview</p>

	<b>Essential</b>	<b>Method of assessment</b>
	<p>Develops relationships with a diverse range of stakeholders</p> <p>Excellent oral and written communication skills</p> <p>Excellent IT skills: including MS Office suite</p>	<p>Video Interview</p> <p>Video Interview</p> <p>Application, Video Interview</p>