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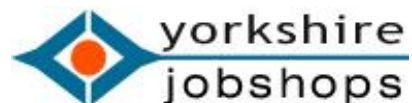
Yorkshire's university careers services bringing the region's employers and graduates together

The Yorkshire JobShops Project

STATEMENT OF SERVICE

**Project Leader
The University of Huddersfield
The JobShop
Level 4, Central Services Building
Queensgate
Huddersfield
HD1 3DH
Tel : 01484 473100**

Revised Annually



This Statement of Service can be made available in alternative formats – please let us know what will suit your needs and we will try our best to supply a copy in that format.

Introduction:

Yorkshire JobShops is a collaboration between all Jobshops (or Student Employment Services) operating in Higher Education Institutions within the Yorkshire and Humber region. It is part of the Graduates Yorkshire Project.

Yorkshire JobShops aim to provide all the information and support an employer needs to recruit students seeking temporary and part-time jobs.

All contact details for each JobShop can be found on the Yorkshire JobShops website : www.YorkshireJobshops.ac.uk . Organisations can select which JobShops to place vacancies with or with all, on the website. Each JobShop selected will be visible to each of those JobShops in order that duplication does not occur.

JobShops services are available to current students of each University only during term time. *However the JobShops Project collaboration allows vacancies to be shared across the participating universities, giving employers access to students via one contact point on the website.* During the vacations current students of any UK University can register with each JobShop.

What we offer:

Yorkshire JobShops supports **students** in their job search in the following ways:

- Simple registration systems, together with Information Pack for students containing information on Application Forms & Interview Techniques, Income Tax & Students leaflet, Code of Practice.
- Wide variety of up-to-date work opportunities, all of which comply to a Code of Practice.
- JobShop Website – which offers 24 hour access to vacancy information. The website is updated whenever a new vacancy is added or removed from the database.
- Advice and information handouts for International Students re. National Insurance and work permits.
- Referral to other sources of information and guidance if we are unable to offer it.
- Opportunity for employers to deliver presentations on campus if seeking to target specific groups of students or promote company.

Yorkshire JobShops supports **employers** in their recruitment by:

- **Staff will endeavour to keep up-to-date with current employment legislation, and thereby be able to advise and support the employer;**
- **Offering a speedy and professional service when advertising their vacancies, within 24 hours if required;**
- **Wide advertising of their vacancies by means of website, noticeboard and email;**
- **Offering a high standard of customer service and maintaining contact;**
- **Ensuring that students are aware of the requirements of the position.**

What is expected of students?

- Students are required to complete a registration form, and to keep the JobShop informed of any change of address, telephone or email contact details.
- Students should ensure that they have the relevant skills and qualifications required for a particular post before applying for it.
- Students should inform JobShop immediately if they find work as a result of a JobShop contact, giving appropriate details of their employment.

What you can expect from us:

- All JobShop staff will be trained in their area of expertise and will be members of the National Association of Student Employment Services.
- The service strives to achieve high standards of customer service, if at any time you wish to make a complaint about the services offered you are advised to write in the first instance to the Head of Careers Service at the University of Huddersfield, who leads the Yorkshire JobShops Project and who will acknowledge your enquiry within 5 working days : -

Ms Sharon Bristowe – Head of Careers Advisory Service
University of Huddersfield
Queensgate
Huddersfield
West Yorkshire HD1 3DH

S.Bristowe@hud.ac.uk

A copy of the Complaints Policy for the Yorkshire Jobshops Project can be found on the website : www.yorkshirejobshops.ac.uk

- Staff work towards the following national codes and standards:
 - NASES Code of Practice
 - Matrix: the quality standard for information, advice and guidance services
 - AGCAS Equal Opportunities Policy
 - University Equal Opportunities Policy
 - Data Protection Act
- JobShop staff will follow the six basic principles of guidance:
 - Impartiality
 - Confidentiality
 - Equality of Opportunity
 - Transparency
 - Accessibility
 - Individual Ownership