

Job Description

Job title	Careers Team Manager
School / department	Careers, Student Services
Grade	7
Line manager	Head of Careers and Volunteering
Responsible for	Career Consultants and any other temporary staff when required.

Main purpose of the job

This is a key role within the Careers & Volunteering Team and the wider Student Services Department to support and contribute to a professional and specialist careers advice and guidance service to students, to encourage academic progress, employment and graduate prospects. The post holder's responsibilities will include:

To develop and manage an effective and pro-active service, which provides Career's advice & guidance to all students and graduates; to research and update relevant literature and policies; to co-ordinate the work of the team to support students and staff in meeting institutional objectives for graduate outcomes, TEF and APP

Managing and overseeing the operational management of the career consultants and coordinate the work of the team including the monitoring and review of the team's operational procedures.

To provide professional career guidance and employability skills support to students and graduates of the University, through a range of teaching and learning activities and individual consultations. To utilise specialist knowledge of career development learning, in collaboration with academic schools and the wider community, to meet the challenges of the current employability agenda and to support the future career success of students and graduates.

To provide advice to senior management and staff on strategic matters relating to student matters in relation Careers advice, guidance and employment.

To lead on initiatives to improve communication and proactively work with the students, academic colleagues, other professional services teams and external stakeholders

To deputise for the Head of Careers and Volunteering as and when required in matters relating to Careers and Employability

This appointment requires a flexible approach to working hours as on occasion weekend and evening work is required.

Key areas of responsibility

Management:

- To lead and manage the Careers Consultants
- Supervise, coordinate and plan workloads in collaboration with the Head of Careers and Volunteering across the team to ensure provision of support to students and graduates is of a high standard

- Lead and support the Careers team in fully embedding employability in the curriculum liaising closely with academic staff and Expert Academy in developing resources for wider use.
- Assist the Head of Careers and Volunteering in the recruitment, development and supervision of staff within the wider team in accordance with UWL policies and procedures.
- Be part of strategic discussions relating to employability and career planning for students and graduates
- Assist the Head of Careers and Volunteering in researching, interpreting and translating data using a variety of systems reporting on key findings and identifying trends to inform delivery plans and improvements in the service and to meet strategic KPIs
- Assist the Head of Careers and Volunteering in revising policies and procedures to support the application for appropriate quality standards and awards
- Support the Head of Careers and Volunteering in the writing of bids for external funding

Teaching and Learning:

- Act in a consultative role to academic colleagues in embedding employability in the curriculum.
- Designing and delivering career development learning programmes within academic schools.
- Developing and delivering a range of co-curricular employability workshops and presentations for students and graduates delivered centrally across disciplines
- Informing and facilitating cross-functional working to successfully develop and deliver a holistic service University wide approach to career planning and employability.
- Contribute to appropriate academic committees at school level and deputise for Head of Careers and Volunteering at institutional level committees
- Support the Head of Careers and Volunteering in leading the strategic plan regarding employability to support the delivery of key KPIs including TEF, APP and Graduate Outcomes.
- Contributing to University teaching and learning events, conferences, papers etc

Careers Guidance and Coaching:

- To provide careers guidance and advice via individual consultations and group activities, to all current students and graduates in order to facilitate career decision-making and effective implantation of career choice. Activities will include but are not limited to: in-depth career guidance interviews, quick query appointments, the use of coaching techniques for skill enhancement.
- To act as a supportive mentor to other careers practitioners including peer observations and support placement students, graduate interns and trainees as appropriate and required.

Professional development:

- To take responsibility for individual CPD
- Research into Labour market information and sector information including developing and maintaining contacts with professional bodies and significant employers locally, nationally and internationally.
- Contribution to AGCAS via task groups, conferences, events, committees and training
- Sourcing speakers for events within the careers service programme
- Keeping up to date with current guidance theory and research and national employability strategies
- Collaborate with colleagues on the development of new approaches and materials

General requirements:

- Horizon scanning and networking regionally and nationally to connect with best practice and innovative practice in the sector
- Ability to work with colleagues from other services in line with the departmental ethos of integration and an holistic approach
- Confident in the use of IT in day-to-day work, including standard Microsoft Office applications
- Support and promote equality of opportunity in all aspects of the post
- Manage multiple projects often under tight timescales
- Ensuring all activities undertaken follow the Universities safety and GDPR policies

In addition to the above areas of responsibility the position maybe required to undertake any other reasonable duties relating to the broad scope of the position.

Criteria	Essential	Desirable
Qualifications and/or membership of professional bodies	<p>Degree or equivalent</p> <p>A qualification related to careers guidance e.g. QCG, DipCG, NVQ Level 6, MA</p>	<p>Fellowship of Advanced HE</p> <p>Qualification in Psychometric testing</p> <p>Post Graduate Qualification in Management</p>
Knowledge and experience	<p>Relevant experience of careers work with higher education students and graduates</p> <p>Experience of working sensitively and non-judgementally with people from a range of backgrounds</p> <p>Extensive experience of preparing and delivering presentations and workshops to small and large groups</p> <p>Experience of delivering guidance, advice and coaching remotely including the use of webinars, social media and Skype</p> <p>Substantial experience of the graduate labour market and graduate recruitment and selection processes</p> <p>Experience of recording data</p> <p>Ability to cope with a variety of demands under pressure, prioritising as appropriate</p>	<p>Experience of configuring new careers CRM systems</p> <p>Experience of Blackboard Collaborate Ultra</p>
Specific skills to the job	<p>Significant experience in leading work to enhance student employability in an educational setting</p> <p>Strong ability to challenge accepted approaches, to rethink how we can effectively deliver across all areas from time to time.</p> <p>The ability to manage change and motivate, support and encourage self and others in a changing environment</p> <p>Experience of working collaboratively to embed employability in the curriculum</p>	<p>Experience in writing bids</p>

	<p>Experience and understanding of HE career sector best practice</p> <p>Experience of working and supporting senior management</p> <p>Experience of producing and interpreting service level data to inform planning and meet institutional KPIs</p> <p>Experience of presenting and representing at regional level</p> <p>Ability to combine careers theory and practice in order to work effectively with students and graduates on a one to one basis and in groups and inform employability in the curriculum</p> <p>Familiar with the use of social media</p>	
General skills	<p>Excellent communication and interpersonal skills both orally and in writing with a wide range of people at different levels both inside and outside of the University</p> <p>Well organised and able to prioritise</p> <p>Proven experience of collaborative working across an institution and with external stakeholders</p> <p>Proven ability to work with a diverse range of people</p>	
Other	<p>A creative approach to problem solving</p> <p>A friendly, approachable and helpful manner</p> <p>Willingness to adapt to change and learn new skills</p> <p>Ability to cope with a variety of tasks under pressure</p>	
Disclosure and Barring Scheme	This post requires a standard DBS check	

Essential Criteria are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.