

Job Description

Job title	Head of Careers & Volunteering
School / department	Student Services
Grade	8
Line manager	Director of Student Services
Responsible for	Careers Manager Volunteering Manager Information Officer

Main purpose of the job

The main purpose of role is to provide strategic and operational leadership to the Careers Service & Volunteering at UWL, the 'Career University'.

Our vision is, "To be a sector leading institution specialising in the education and development of "creative professionals". A key objective of our strategic plan is to be the university with the highest graduate employment rate in the UK, so it is essential that the post holder should be able to articulate a vision and a strategy to ensure that this vital aspect of our student services is effective and on the leading edge of professional practice. In particular, they should deliver a service that is proactive and embedded into the curriculum.

The post holder is part of the Student Services Management Team and is also required to contribute their ideas and experience to the running of Student Services as a whole, on occasions deputising for the Director of Student Services from time to time in their absence. Furthermore, they will ensure that the work of the Careers Service & Volunteering team is routinely evaluated and analysed, providing data to the University's Senior Management Team to contribute to wider initiatives.

Key areas of responsibility

- To provide leadership to, and management of, the Careers Service & Volunteering staff in accordance with the University's strategic plan. Responsible for staff development and team performance, as well as evaluation of effectiveness through data analysis and consultation with colleagues across the University to seek feedback.
- To actively contribute to the Student Services Management Team, working to ensure that key themes and messages within the strategy are conveyed clearly and accurately to staff members.
- To actively partake and contribute as a member of university boards/committees e.g. Access & Participation Plan, Education committee, TEF etc. to ensure the University meets the requirements to achieve the goals and ambitions of the UWL Strategic plan.
- To ensure the delivery of innovative Careers projects across the University, embedded into the curriculum. To develop consultative relationships with colleagues across the University to develop collaborative partnerships to support both Careers and Volunteering.
- To build and maintain key relationships with the service's external stakeholders, to further embed our employer-focused culture. For example, it is expected that this will include the setting up of Industrial Advisory Boards for each subject area.
- To develop initiatives to support groups of students who may face additional barriers either on entering the workplace, or within it (such as disabled students, students from a low socioeconomic background, BME students or students with young children), and to demonstrably improve their

outcomes.

- To use effective communication skills, both oral and written, to deal tactfully, efficiently and effectively with people at all levels, including students, University staff and occasionally external contacts.
- To lead and contribute to the UWL Student Employability Strategy in consultation with the wider UWL community.
- To contribute to the delivery of an annual Student Services annual report and to produce reports and discussion papers as required.
- To embed a culture of continuous quality improvement, in line with relevant quality initiatives or professional codes of practice. To be committed to ongoing personal development and to ensure that the Careers Advisers & Volunteering team are aware of key developments in good practice within the sector.
- To work in line with applicable legislation, any relevant professional codes of conduct, and University/Student Services policies and procedures.

In addition to the above areas of responsibility the post holder may be required to undertake any other reasonable duties relating to the broad scope of the position and the grading, as directed by the line manager.

Dimensions / back ground information

Student Services comprises Careers, Volunteering, Scholarships and Funding, Immigration and Funding Advice, Wellbeing (disability, mental health, counselling and faith), Student Welfare and Placement & Employment Services.

The Careers & Volunteering Teams work extremely closely with the Placement and Employability Team.

Person Specification

Criteria	Essential	Desirable
Qualifications and/or membership of professional bodies	<p>Degree or equivalent experience</p> <p>A Careers-based qualification or significant experience in delivering careers advice and guidance</p>	<p>Postgraduate degree or equivalent</p>
Knowledge and experience	<p>Experience in leading and managing a team of people.</p> <p>Demonstrable knowledge of best practice and emerging areas within the Careers sector, in particular within an HE environment.</p> <p>Demonstrable ability to plan and organise project work and to deliver to agreed deadlines</p> <p>Experience of developing and implementing new practices and systems</p> <p>A strong awareness of factors which can present or reduce barriers to students planning to enter the graduate workforce</p> <p>Evidence of good networking and collaboration skills.</p>	<p>Previous experience of working within a Higher Education environment</p>
Specific skills to the job	<p>Strong leadership skills with proven ability to motivate and develop staff, promoting good staff engagement</p> <p>Excellent organisational skills</p> <p>Ability to lead and produce a strategy and/or bid document</p> <p>Ability to analyse complex information, to identify trends and to</p>	<p>Experience of budget management and reporting</p>

	<p>present information with clarity and accuracy</p> <p>Ability to plan, prioritise and manage high-profile operational activities</p> <p>Ability to evaluate the impact of service provision systematically and rigorously</p> <p>Ability to extract relevant information from strategic plans and to convert them into SMART and engaging objectives for staff</p>	
General skills	<p>Exemplary written and oral communication skills, with the ability to communicate effectively with people at all levels</p> <p>Ability to adapt to change and to thrive in a culture of continuous improvement, amending processes as necessary to respond to changes in legislation or evolving good practice.</p> <p>Strong persuasive skills</p> <p>Commitment to regular constructive reflection using evidence, to evaluate professional performance and to improve own performance</p>	
Other	<p>There will occasionally be requirements to work outside business hours, for example to attend events organised by the Careers Service.</p> <p>This post is based at our St Marys Road campus in Ealing but it will be expected that the post holder will travel to our other campuses from time to time when required as part of the role.</p>	
Disclosure and Barring Scheme	This post does not require a 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 requirement