



### **Job Description**

<b>Job Title:</b>	Assistant Head of Services for Students (Careers, Enterprise & Opportunities)
<b>Salary Band:</b>	Band 5
<b>Working Hours:</b>	Full Time - 35 hours per week (for nominal purposes)

#### **Overall purpose/accountabilities**

Leading the development, implementation and delivery of careers and employability services for students, including planning and delivery for careers skills, employer engagement, and extra-curricular skills development. Ensuring our provision is student-centred, tailored and responds to changing student needs.

Leading the strategic development of the service and delivery of Service Improvement Plans, the main responsibilities of the role are:

- Leading our strategy for improving Graduate Outcomes, adopting a data driven approach to demonstrate impact

- Planning, developing and evaluating our work-integrated learning, placements and work experience offer

- Designing and developing our enterprise and entrepreneurship offer for students

- Proactively managing employer, industry and partner association relationships and developing our student job opportunities offer (both full-time and part-time)

- Working collaboratively with our Careers Consultancy Lead to ensure a cohesive student experience and to position our suite of services effectively with students, alumni, internal stakeholders and external partners

- Driving curriculum-embedded careers and employability provision, working closely with our Academic teams to shape and deliver

Supporting the Head of Services of Students (SfS) in all aspects of departmental activity, deputising where appropriate, but with specific responsibility for Careers provision.

Be a key member of the Services for Students management team, supporting the Head of SfS in strategic planning and development to ensure continuous review and service improvement.

Role model and proactively foster our professional behaviours, championing an excellent student experience and high-quality service to all stakeholders.

**Reporting lines:**

This job reports to the Head of Services for Students.

**Staff reporting to this job:**

Careers & Work-integrated Learning Officer, Careers & Enterprise Officer, Training Officer

**Main duties:****Opportunities and Industry Links**

Initiate, develop and manage relationships with employers and partner organisations in order to source graduate employment opportunities and work-integrated learning opportunities for students.

Working closely with our academic programme teams, design, launch and manage placement opportunities (initially for up to two programmes in the 12-month pilot phase).

Guided by University frameworks, coordinate agreements and terms of reference between placement providers, the university and students, ensuring that agreed quality standards are adhered to throughout. Manage the evaluation process and support for students and employers whilst on placement.

Working in collaboration with our programmes, shaped by the Centre for Graduate Prospects Work Integrated Learning (WIL) framework, support the continued development of in-curricular work-integrated learning experiences.

Supporting students to gain meaningful work experience while studying by facilitating links to employers and agencies, and promoting opportunities offered in the general job market.

Co-design and launch our peer-to-peer UoSiL student career coach roles, developing a programme of support and training and overseeing operational management of these roles, as well as other student roles.

Leading our internal graduate surveys and other activities to measure and support the attainment of Key Performance Indicators (including the Graduate Outcomes Proceed metric).

Conducting analysis on the employability content and business insights offered in-curricula by individual academic programmes and facilitate industry links between academic programmes and the Service.

**Enterprise and Extra-curricular Skills Development**

Leading the design and delivery of our enterprise and entrepreneurship offer for students, including coordinating delivery of skills development sessions, events and challenges, one to one start-up advice and guidance and short courses.

Developing and leading our portfolio of extra-curricular short courses for students and alumni, managing delivery, scheduling, evaluation and promotion in order to maximise student engagement and skills acquisition.

Supported by the Training Officer, ensuring our course providers deliver to contract agreements, and support the procurement of suitable training and skills providers.

Working with course providers to develop CPD accreditation for selected courses as appropriate.

## **General**

Leading and managing the Careers, Enterprise and Opportunities team, ensuring the service is effective and efficient, performance is agile, responsive, and relevant to our student body, and the team can support students to progress and succeed by providing targeted support.

Leading the design and support service delivery plans, coordinating the delivery of services with the Careers Consultancy team and supporting the procurement process and contract management of new and existing Service suppliers.

Working collaboratively with relevant colleagues to develop our TargetConnect careers service platform content and maximise its reach, including establishing links to employers, advertising opportunities and job search engines and regularly obtaining and reviewing student and alumni engagement data with all activities.

Co-design, launch and manage the UoSIL Professional Awards programme (open to all current students).

Leading the delivery and evaluation of in-curricula Career-Edge/Career Skills Framework sessions.

Leading the design, planning and coordination of the student employability journey, working with colleagues to develop marketing materials (including SharePoint site and LinkedIn account) to effectively promote activities and increase take-up of services.

Leading the internal awareness of Graduate Outcomes data across UoSIL. Analysing and reporting on feedback related to the Service including KPIs and operational data.

Lead feedback initiatives including focus groups and surveys to develop the Service and support KPIs.

Working collaboratively with stakeholders from across the University, based in both Sunderland and London. Key stakeholders include colleagues from the Centre for Graduate Prospects, academic colleagues and the London Senior Management Team.

Lead a fair response to student complaints and investigations, acting as an investigating officer as required.

With support from the Head of Services for Students, manage the annual departmental planning cycle and budget, developing business cases as required.

Leading and representing UoSIL at internal and external meetings, networks, conferences, events, steering groups, task and finish groups or committees, and deputise for senior colleagues as required.

Effectively managing all staff and resources, ensuring all policies and procedures with respect of staff recruitment, selection, induction, appraisal, staff development, recognition, performance management and health and safety are adhered to and consistently applied.

Any other duties commensurate with the nature of the job, as determined by an appropriate manager

**Special factors:**

Occasional travel to our Sunderland campus or out-of-hours work is required.

A flexible approach to work is required with occasional evening and weekend work and national travel to Sunderland campus may be required on occasion. Annual leave may be restricted at certain times of the year so as to accommodate business needs.

On occasion, as part of an integrated Service for Students, you may be required to cover and support colleagues across the service.

**Person Specification**

<b>Essential</b>	<b>Qualifications</b>
	Educated to degree level standard or equivalent experience
	<b>Experience</b>
	<p>Experience of the management and delivery of one or more of the areas in this role's portfolio:</p> <ul style="list-style-type: none"><li>• Work-integrated learning opportunities for students, including work placement quality management and practice.</li><li>• Enterprise support services or activities within an education environment.</li><li>• Work-integrated learning curriculum.</li></ul> <p>Demonstrable experience of delivering service improvements.</p> <p>Experience of planning, conducting, reviewing and scaling successful pilot projects.</p> <p>Experience of effective line management, and of leading a service delivery team.</p> <p>Demonstrable experience of successful external stakeholder planning and engagement, including establishing effective relationships with partners and employers.</p> <p>Proven experience of successful project management.</p> <p>Experience of coordinating and delivering careers related events, advice and support.</p> <p>Previous experience of working within a multicultural setting supporting students from a range of backgrounds, including non-traditional, mature and widening participation students.</p> <p>Experience of data collection, analysis and evaluation and the use of employability data (e.g. Graduate Outcomes, Career Registration), to target approach.</p> <p>Experience of reporting on service quality, impact and effectiveness.</p>
	<b>Skills &amp; Attributes</b>
	Effective verbal, written and presentational skills.

	<p>Strong organisational and operational management skills.</p> <p>The ability to motivate and lead a team effectively and to set clear objectives to manage performance.</p> <p>The ability to network, develop and maintain positive relationships with a wide range of colleagues and stakeholders, and to work collaboratively across teams to deliver service enhancements and achieve goals.</p> <p>The ability to monitor and review financial expenditure and plan spend. High competence in Microsoft Office Suite (MS Excel, Word, PowerPoint, Outlook) and the ability to use customer relationship management systems.</p> <p>Knowledge and understanding of current Higher Education issues and context, including extensive understanding of student needs in relation to employability and enterprise.</p> <p>Ability to problem solve and find creative solutions, with a focus on impact and outcomes.</p>
<b>Desirable</b>	<p><b>Qualifications</b></p> <p>Membership of relevant professional body (e.g. Enterprise Educators UK, ASET or AGCAS).</p> <p><b>Experience</b></p> <p>Experience of using TargetConnect.</p> <p>Experience of planning and delivering group sessions supporting students with employability relevant skills acquisition.</p> <p>Experience of planning and delivering effective service information and communications across a range of channels (including website, social media and email).</p> <p>Experience of recruiting and managing student roles.</p>

**CREATED DATE: February 2023**