

### **Job Description**

**Job Title:** Employability Development Officer

**Salary Band:** Band 3

**Working Hours:** Full time

**Overall purpose/accountabilities:**

Support students to gain and develop employability and enterprise skills, by working with the Assistant Head Employability & Enterprise to:

- develop and facilitate access to high quality employability and enterprise activities which are aligned with and contribute to programmes of study
- to deliver student and graduate facing services in the form of workshops, information sessions and 1-2-1s as a member of the Employability and Enterprise team and the wider Student Services team.
- facilitate access to high quality work-integrated learning opportunities which are aligned with programmes of study and learning outcomes
- plan and coordinate the University of Sunderland in London's digital employability and enterprise resources for staff, students and graduates

This role requires a substantial proportion of time in student facing delivery (50%+).

**Reporting lines:**

This job reports to the Assistant Head Employability & Enterprise.

**Staff reporting to this job:**

This role supervises student ambassadors and other student and graduate roles as required.

**Main duties:**

Develop and facilitate access to high quality activities which are aligned with priority programmes of study:

- Collaborate with academic colleagues to develop relevant activities to maximise impact and student engagement.
- Identify additional resources and activities to support the development of graduates' employability and enterprise skills.
- Engage with partner organisations and employers to source and promote student and graduate employment opportunities.

- Support the Assistant Head Employability and Enterprise with the procurement of new providers as required.
- Organise promotional events and activities, including completion events and online badging/certification.
- Take a data-informed approach to evaluation and planning of learning activities.

Facilitate access to high quality employability learning opportunities which are aligned with programmes of study and learning outcomes:

- Collaborate with the relevant colleagues in Student Services and Academic teams to support high quality work-integrated employability learning opportunities embedded within programmes of study.
- Engage with partner organisations and employers to source relevant insight, input and opportunities to embed within programmes of study.
- Support the provision of work integrated learning opportunities.
- Ensure employability learning opportunities activities are aligned to institutional frameworks, assessing delivery to ensure embedded good practice and the expansion of opportunities of students.

Plan and coordinate the University of Sunderland in London's digital employability and enterprise resources for staff, students and graduates:

- Plan and coordinate accessible digital learning pathways with clearly defined outcomes.
- Collaborate with marketing, communications, academic teams to develop a communications strategy to engage students and graduates.
- Develop data reporting mechanisms to capture engagement and measure impact.
- Establish feedback mechanisms to continually improve the digital offer.
- Manage the relationship with existing providers and stakeholders involved in delivery of digital learning resources, monitoring delivery against agreements and overall impact (including student engagement/completion data and achievement of learning outcomes).

Contribute to the overall development, delivery and evaluation of the Employability and Enterprise offer, working collaboratively with a wide range of colleagues including careers consultants, colleagues from the Centre for Graduate Prospects, academic colleagues and the wider Student Services team.

Support the Assistant Head Employability and Enterprise in the continuous review and development of service provision, demonstrating impact and driving improvement.

Collaborate with the wider Student Services team to deliver high-quality student experience.

Participate in the departmental annual planning cycle and contribute to budget considerations.

Work in line with university policies, procedures and regulations and promote equality and inclusion.

Deliver and champion excellent customer service to all stakeholders at all times.

Identify and participate in continuous professional development as appropriate.

Commitment to effective delivery of an excellent student experience to all learners.

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. Annual leave may be restricted at certain periods of the academic year.

On occasion, as part of an integrated Student Services, 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>  Experience of coordinating skills development / teaching and learning / training activities.  Experience of working in a recruitment, employability or enterprise support environment.  Experience of successful event organisation and delivery.  Experience of developing and delivering group presentations with clear and engaging supporting materials.  Experience with at least one digital Customer Relationship Management system or student record system (for example: TargetConnect).  Experience of data and feedback collection, analysis and evaluation and preparing summary information, including expenditure.  Experience of networking, establishing and developing positive relationships with external organisations as well as with internal stakeholders.
	<b>Skills &amp; Attributes</b>  Excellent communication and interpersonal skills with a proven ability to build and maintain positive relationships with a wide range of stakeholders, and to persuade, challenge and negotiate where needed.  Strong IT Skills and the ability to learn new systems quickly.  Strong attention to detail and confidence with data management activities.  Excellent organisational, planning and time management skills.  A flexible and collaborative approach to work.

	<p>The ability to work within a team or work independently.</p> <p>The ability to use judgement and initiative to identify and resolve issues.</p> <p>A proven understanding of the importance of customer service with the ability to deal with competing priorities to a high level of customer satisfaction.</p> <p>The ability to produce good quality instructional and promotional materials.</p> <p>The ability to gather and use insights and evaluation data to develop and improve activities.</p>
<b>Desirable</b>	<p><b>Qualifications</b></p> <p>Membership of relevant professional body (e.g. ASET, AGCAS, EEUK )</p> <p>A training or other relevant qualification or willingness to work towards one.</p>
	<p><b>Experience</b></p> <p>Experience of working in a Higher Education environment.</p> <p>Proven experience of quality management, and of developing and enhancing systems and processes.</p> <p>Experience of coordinating pilot projects/activities.</p> <p>Experience of analysis of training needs.</p>
	<p><b>Skills &amp; Attributes</b></p> <p>Good knowledge of current Higher Education issues and context, including understanding of student employability needs.</p> <p>Coaching skills.</p>

**DATE UPDATED: January 2026**