

**Job Title: Careers Consultant (School Based)**

**School: Careers and Student Enterprise (CaSE)**

**Grade: E**

**Campus: Docklands/Stratford/USS**

**Responsible to: Career Coaching Manager**

**Liaison with: UEL Schools and Departments, Students and Graduates, UEL Services, relevant external partners and organisations and CaSE team members.**

**ABOUT THE UNIVERSITY OF EAST LONDON:**

The University of East London has been pioneering futures since 1898: from the 2nd Industrial Revolution through to where we are now, the 4th. We are a careers-led university, dedicated to supporting our students to develop the skills, emotional intelligence and creativity needed to thrive in a constantly changing world.

Vision 2028 has been developed to transform our curriculum, pedagogy, research impact and partnerships to make a positive difference to student, graduate and community success. Our ambitious but achievable goal is to become the leading careers-focused, enterprising university in the UK, one which both prepares our students for the jobs of the future and provides the innovation to drive that future sustainably and inclusively.

**THE DEPARTMENT:**

This role is based in the Careers and Student Enterprise team, which is the career and employability nucleus of the University of East London. The goal of the team is to support every student to achieve career success, gain the skills for the 21st century workforce, and build direct pathways to employment. The team’s mindset has innovation and creativity at its core. In order to improve progression, retention and graduate outcomes, the team utilises cutting edge technology and research, which has shown impact on our students’ satisfaction, behaviour and outcomes. This is a one-of-a-kind department with highly motivated staff and a high level of quality within the products produced.

**JOB PURPOSE:**

The Career Coach will provide a key role in the Careers and Student Enterprise team aligned to the School of Arts & Creative Industries to support and contribute to a professional and specialist Careers education, advice and guidance service for Students and Graduates.

They will develop and provide an effective and pro-active service providing career guidance and employability skills support, through a range of teaching and learning activities and individual consultations. This includes a mix of live and recorded Careers content, workshops, and seminars, 1:1 coaching and recruitment processes including application and interview support. Career coaches will ensure that every student has access to personal, bespoke support on their own unique Careers journey, building confidence to be Career Ready and to excel in the recruitment process.

The successful post holder will work closely with internal and external colleagues and stakeholders, developing relationships and partnership with colleagues within CaSE and Academic Schools. Career coaches will plan, develop, and deliver towards agreed institutional objectives to a high standard and specifically supporting Graduate Outcomes. Coaches will work closely with internal colleagues, employers and external professional bodies including AGCAS and ISE to research and keep up to date with relevant literature and policies. They will develop coherent coaching and development strategies to enable successful engagement with career opportunities, raise awareness of employment trends, current recruitment methods and employer requirements.

**MAIN DUTIES AND RESPONSIBILITIES:**

**Careers Education and Guidance**

* To provide general careers information, advice and guidance to students and alumni looking for careers’ support from across our home and international community, cross disciplinary and across all levels of study (L3-L7).
* To develop and deliver client focused impactful 1-2-1 appointments, to support students and graduates career explorations, development and decision-making. Provide information, advice and guidance (IAG) to support with the development of individuals employability toolkit and ensure students’ progress through the core career development stages.
* To develop and deliver an annual calendar of complimentary employability and skills development activities, events and programmes including supporting departmental and school led campaigns and wider institutional activities.
* To develop and deliver an annual calendar of complimentary employability and skills development activities and events specifically supporting high priority groups including Mature, BAME, Neurodiverse, Disabled and low socio- economic students.
* To contribute towards the annual alumni calling campaign and provide support to a caseload of recent graduates to impact a step change in our institutional graduate outcomes.

**School engagement and Collaboration**

* To work closely with your dedicated academic school to identify, design and deliver appropriate career development activities in line with our career development framework and embedding employability activity into courses and our flagship Mental Wealth and Professional Fitness programme.
* To act as a ‘Careers’ subject matter expert within the school providing sector level insights and content and drive careers engagement and activity within the school.
* To collaborate and engage with academic and other internal stakeholders to maximise the efficiency and contribute to the development and delivery of Careers and Student Enterprise service, including attend and contribute to School Careers meetings, projects and committees as appropriate, and provide monthly reports and updates.
* To develop and contribute to collaborative projects to create products and services that enhance career development learning and support students’ confidence and uptake of employability opportunities, including creation of short and long form content, delivery of virtual learning resources, learning pathways and resources for social media.
* To actively support digital first engagement with Careers support, including the implementation into curriculum activities and developing, maintaining and provide feedback for the online career’s presence including through the intranet, internet, online careers and employability platforms and social media channels;

**Research and Professional Development**

* To maintain an up-to-date understanding of recruitment practices to provide clients with feedback, coaching and support in preparing for applications, interviews and other selection methods
* To develop and maintain appropriate professional knowledge of careers and employability issues, awareness of the graduate labour market, developments within the HE sectors including policy changes and employer attitudes by conducting research and engaging actively with employer networks and professional organisations.
* To gather, analyse and use research and data on student’s career development needs including background, sector of study, level of study and employment destinations to identify and prioritise the most effective career development activities.

**Administration and reporting**

* To collect, manage and upload timely data on 1 to 1 appointment, workshops session, social media activity, and engagement across the career service provision, including embedded curriculum and central provisions.
* To support senior management through active engagement and contribution to the departmental planning processes, strategies and policies, including activities and delivery for key KPIs including TEF, APP and Graduate Outcomes.
* To competently use MS Office packages and support the collection and analysis of appropriate data in order to monitor and continuously improve the service and complete a range of administrative tasks related to delivery of the CaSE offer;
* To take a flexible approach to work including attendance at early morning and evening meetings, weekend support and travel/ working across sites and externally may be required,
* To undertake any other duties, in line with the level of the post, and as directed by your line manager; which may include supporting activities and delivery outside your designated school.
* Take an active role in supporting, upholding and complying with the University of East London Equality, Diversity and Inclusion Policy.

**Person Specification**

**EDUCATION QUALIFICATIONS AND ACHIEVEMENTS:**

**Essential criteria;**

* Degree or equivalent qualification(C)
* Professional qualification (or equivalent) in Information, Advice and Guidance and/or Coaching with a minimum of a Level 4 Diploma in Career Information and Advice (C)

**Desirable criteria;**

* Professional Qualification in Training and Development (C)

**KNOWLEDGE AND EXPERIENCE:**

**Essential criteria;**

* Experience of delivering careers guidance, information and advice using a variety of methods including 1 to 1s, delivering workshops, events, talks/ lectures, e-guidance, telephone guidance and/or drop in sessions for individuals and/or groups (I)
* Experience of developing high quality, interactive learning materials, paper-based and web-based and delivering skills development workshops or other training and development activities (A/P)
* A strong commitment to and understanding of equal opportunities, (within a diverse and multicultural environment) particularly with widening participation and a deep understanding, based on solid experience, of how to bring out the best in students from diverse backgrounds, including those who may have under-performed in the past (A/I)
* Recent evidence of working with employers across sectors, including knowledge of current recruitment practices, including marketing, assessment and selection processes; and an ability to use associated data and knowledge to inform practice and delivery of services (A/I)
* Experience and knowledge of working with a focus on impact, outcomes and continuous improvement

**Desirable criteria;**

* Knowledge of a specific curriculum area(s) or sector(s) relevant to UEL students’ needs and ambitions (I)

**COMMUNICATION / LIAISON AND NETWORKING**

**Essential criteria;**

* Ability to communicate using a variety of mediums to internal and external audiences including senior managers, students, graduates and employers (A/I)
* Excellent networking skills and good people/interpersonal skills (I)

**PLANNING AND ORGANISING RESOURCES:**

**Essential criteria;**

* Ability to plan major and minor events making appropriate decisions concerning budgets and resources and considering student and graduate attitudes and behaviours, whilst being flexible enough to consider unforeseen changes or new opportunities (A/I)
* Ability to understand the importance of good plans and the need to measure and monitor progress against these whilst being flexible enough to take into account unforeseen changes or new opportunities (I)
* Ability to manage a high level of workload at peak periods of IAG activity during the   
  academic calendar year in accordance with the student entitlement to IAG (I)

**TEAMWORK AND MOTIVATION:**

**Essential criteria;**

* Able to positively contribute to the objectives of the wider team whilst being a proactive team member (A/I)
* Proven ability in building and nurturing internal and external networks and working collaboratively with a wide range of colleagues

**DECISION MAKING / INITIATIVE & PROBLEM SOLVING:**

**Essential criteria;**

* Experience of using own initiative to resolve problems and creativity to drive development (A/I)
* Ability to make independent but appropriate decisions, whilst keeping relevant people informed and staying within budget (I)

**OTHER ESSENTIAL CRITERIA:**

Ability to empathise with and understand the needs of students from a wide variety of background

Strong customer focus and commitment to delivering a high-quality service

Ability to cope with a variety of demands under pressure, prioritising as appropriate

* IT skills: Competent use of MS Office packages (T/P)

* Willingness to travel and work across sites and externally (I)

* Flexible approach to work (I)

**Criteria tested by Key:**

A = Application form

C = Certification

I = Interview

P = Presentation

T = Test