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| Last updated: | 9 December 2021 |

**JOB DESCRIPTION**

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| Post title: | **Director of Careers, Employability and Student Enterprise** | | |
| Academic Unit/Service: | Student Experience | | |
| Faculty: | Chief Operating Office | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 7 |
| \*ERE category: | n/a | | |
| Posts responsible to: | Executive Director Student Experience | | |
| Posts responsible for: | Heads of Service and managers | | |
| Post base: | Office-based with some UK and international travel | | |

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| Job purpose |
| The Director of Careers, Employability and Student Enterprise is a strategic post responsible for the leadership and development of the elements of the student experience that deliver on the University Strategy and associated Strategic Plans which ensure our graduates progress into successful futures.  The role is responsible for the development, leadership, resourcing and management of service provision and is critical to providing an enhanced student experience and contributing to the achievement of the institutional Strategy Plan. This role will also drive developments to ensure a best-in-class careers and employability function, including leadership, development and promotion of institutional-level student enterprise activity. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | **Strategic Development and Stakeholder Engagement**  To lead and develop institutional strategies that will deliver  To represent the University of Southampton nationally and internationally at the highest levels in relation to Student Experience, raising profile, identifying & delivering partnership/business opportunities and advising senior management accordingly. | 30% |
|  | **Strategic Leadership**  Provide strategic leadership of the Careers & Employabilitydivision**.** To lead and develop institutional strategies and lead the teams within the division.  Ensure effective deployment of resources to allow for delivery of the various relevant strategies and University of Southampton ambitions.  Drive ambitious activities that will grow engagement with careers, employability and student enterprise across the whole University community.  Responsible for the provision of high-quality management information to University Council, the Executive Board and governance committees (including Senate, Education Committee) to report on performance and to support decision making;  Responsible for reviewing all activities to ensure that the operation is efficient and offers the best return on investment and value for money; | 25% |
|  | **Management**  To be responsible for the budgets, management and delivery of careers and employability activities including in-year monitoring and reporting. (equating to circa £1.5 million);  To provide professional and strategic leadership to the staff of the department and to ensure that effective recruitment, induction, support, development and training procedures are in place and in line with the Student Experience directorate to enable staff to fulfil their potential and meet best practice in their professional areas;  Own and carry out appraisals and annual reviews of relevant staff and other line-managed staff, ensuring that all staff understand their contribution to the directorate and to the University Strategic Plan, so that they are able to develop their skills and improve their performance;  Ensure that staff are aware of, and comply with, relevant legislation, and to take responsibility for understanding and implementing the University’s policies and procedures including those governing Health and Safety, Equal Opportunities, copyright, data protection, freedom of information and disability, across the whole of the area. | 20% |
|  | **Planning**  To inform and develop operational plans against overall student experience targets, including meeting agreed service standards and service level plans;  To lead and develop business continuity plans to enable business operations to be maintained following the failure, or damage to, vital services or facilities. | 10% |
|  | **Engagement**  To work with Faculties to ensure that the work of the Division directly supports and enhances the work of the faculty, ensuring the improvement of careers outcomes.  To integrate and optimise working practices across all functions and to develop positive links with those areas of the institution involved in providing support to students (including Faculties; ODAR; Student & Academic Administration; Widening Participation & Social Mobility; iSolutions; Library & Arts; Health & Safety).  To work in partnership with Professional Services, Faculties and other stakeholders within and outside the University to raise the profile of student life and the activity of the division; | 10% |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5% |

| Internal and external relationships |
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| Student Experience Leadership team  University senior management  Professional Services and Faculty colleagues  Future Worlds Start Up Accelerator and Set Squared  Statutory bodies including Office for Students  Russell Group Directors  External organisations including: HECSU, AGCAS |

| Special Requirements |
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| Significant and wide-ranging knowledge and awareness  Excellent knowledge and experience of process and systems development  Cultural and cross-cultural sensitivity and understanding  Ability to represent the University of Southampton at senior level nationally and internationally  Support and contribute to the delivery of Student Experience frontline services, including attendance at events such as Open Days, Welcome, Ceremonies and Corporate events  Willingness to work on an on-call rota |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of a professional qualification or postgraduate degree or significant experience at a senior level in a discipline relevant to the role.  Proven leadership and management of a significantly sized team at a senior level in an academic environment  Significant experience of developing strategies in the support of careers and employability  Experience of developing and delivering employability programmes in collaboration with faculty  Extensive knowledge of the post-16 educational landscape, matters pertaining to careers and employability  Working knowledge of the regulatory landscape relating graduate outcomes  Proven experience of managing and controlling budgets/resources and an understanding of financial management procedures. | Membership of relevant professional body  PRINCE2 or similar project management qualification  Qualification in Management |  |
| Planning and organising | Able to champion and oversee the Department’s contribution to the University’s strategy and to lead on the development of strategies and operational plans.  Demonstrable experience of preparing and managing budgets and of operating within these bounds  Demonstrable experience of data and market intelligence analysis, forecasting trends and future developments and creating targets in respects of UK/EU and International HE markets |  |  |
| Problem solving and initiative | Able to make judgements on significant new problems where precedent may not apply  Able to develop innovative solutions and practical implementations for strategic change. |  |  |
| Management and teamwork | Able to implement successful change management initiatives and formulate strategic plans that reflect and support the priority needs of the university  Able to recognise and deal with obstacles and difficulties so that teams can deliver  Able to demonstrate leadership and to raise performance standards throughout own work areas  Able to demonstrate that have developed, led and implemented service improvement initiatives and process reviews |  |  |
| Communicating and influencing | Able to establish and build major relationships with key stakeholders  Able to use influence to develop positions or strategies  Excellent written and oral communication skills, with the ability to adapt communication to fit the intended audience  Experience of implementing cultural change, particularly within the context of the ‘student journey’ and within a learning environment |  |  |
| Other skills and behaviours | Able to lead and manage change through an organisation  Able to demonstrate alignment with the University’s core values in all areas of work, and champion those behaviours  Flexible approach with the ability to adapt to the changing demands within student experience, and Higher Education  Able to manage multiple workloads and prioritise service demands  Self-motivated and able to motivate others  Excellent IT skills, including Microsoft Office suite  Experience of development of student records and/or CRM systems | Knowledge and understanding of current issues relating to the provision of modern, user-focused student administration processes. |  |
| Special requirements | Significant and wide-ranging market knowledge and awareness  Cultural and cross-cultural sensitivity and understanding  Able to travel internationally and at short notice  Able to represent the University of Southampton at senior level nationally and internationally  Connections to relevant sector networks  **Embedding Collegiality\*** (see below)  As a Line Manager role model the Southampton Behaviours and work with the management team to embed them as a way of working within the department. |  |  |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |

Embedding Collegiality

Collegiality represents one of the four core principles of the University; Collegiality, Quality, Internationalisation and Sustainability and is at the heart of everything we do. Our Southampton Behaviours set out our expectations of all staff across the University to support the achievement of our strategy.

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| **All staff** | **Behaviour** |
| **Personal Leadership** | I take personal responsibility for my own actions and an active approach towards my development |
| I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly |
| I show pride, passion and enthusiasm for our University community |
| I demonstrate respect and build trust with an open and honest approach |
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| **Working Together** | I work collaboratively and build productive relationships across our University and beyond |
| I actively listen to others and communicate clearly and appropriately with everyone |
| I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish |
| I proactively work through challenge and conflict, considering others’ views to achieve positive and productive outcomes |
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| **Developing Others** | I help to create an environment that engages and motivates others |
| I take time to support and enable people to be the best they can |
| I recognise and value others’ achievements, give praise and celebrate their success |
| I deliver balanced feedback to enable others to improve their contribution |
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| **Delivering Quality** | I identify opportunities and take action to be simply better |
| I plan and prioritise efficiently and effectively, taking account of people, processes and resources |
| I am accountable, for tackling issues, making difficult decisions and seeing them through to conclusion |
| I encourage creativity and innovation to deliver workable solutions |
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| **Driving Sustainability** | I consider the impact on people before taking decisions or actions that may affect them |
| I embrace, enable and embed change effectively |
| I regularly take account of external and internal factors, assessing the need to change and gaining support to move forward |
| I take time to understand our University vision and direction and communicate this to others |

Line Manager Expectations

The statements below provide additional clarity on what is expected of our line managers and supervisors.

**Managing People:** Manage and support your peoples work productivity, performance, wellbeing and development to maximise their contribution and enable personal growth.

**Managing the Student and Customer Experience:** Ensuring our students and the customer are at the centre of everything we do, always considering their needs before acting, to ensure we deliver a high quality experience every time.

**Managing Financial Decisions:** Make well informed and timely financial decisions with an understanding of the consequences and impact on the financial sustainability of the University.

**Managing Compliance:** Understand and apply the University regulations, policies, guidelines, and legal requirements to ensure continued operational compliance.

**Managing Risk:** Identify potential risks, assess probability and impact and take appropriate steps to mitigate the risk or maximise potential benefits.