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| Last updated: | <22.12.22> |

**JOB DESCRIPTION**

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| Post title: | **Careers Consultant (Graduate Coach)** | | |
| Standard Occupation Code: (UKVI SOC CODE) | TBC 242X – Depends on Specialist Area and Key Accountabilities | | |
| School/Department: | Careers, Employability and Student Enterprise (CESE) | | |
| Faculty: | Student Experience Directorate (SED) | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 4 |
| \*ERE category: | n/a | | |
| Posts responsible to: | Head of Careers Guidance and Curriculum Design | | |
| Posts responsible for: | Graduate Callers (initially x 2, but may expand dependent on need) | | |
| Post base: | Office-based (see job hazard analysis) | | |

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| Job purpose |
| The Graduate Coach will create and deliver an ongoing coaching package to graduates for up to five years, with a focus on more intensive support to first degree graduates for the first 15 months after graduation. The Graduate Coach’s work will be crucial in identifying and supporting Southampton graduates who need further support in their career planning to achieve successful graduate outcomes. The post-holder will design and deliver effective careers education, information, advice and guidance to support graduates to reflect on the skills and experience they have gained, plan and manage their careers and secure appropriate employment or further study.  The Graduate Coach will work closely with faculty facing Careers Consultants, in particular during the transition time for finalists into graduates. In addition, the role requires close collaboration with ODAR (Office of Development and Alumni Relations).  The post-holder will also recruit, train and line manage students employed as Graduate Callers, who will make first contact with graduates according to guidelines created by the Graduate Coach.  The post-holder will also collaborate with colleagues across the University and professional networks on activities that enhance the quality and effectiveness of the service and build the professional competence of our staff. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | To set up and run a full careers support offer for recent graduates, focusing primarily but not exclusively on 1st degree graduates, working in line with the Employability Action Plan, Education and Student Experience Strategic Plans and University Strategy. This includes:   * To ensure all 1st degree graduates needing support are contacted and kept up to date with relevant provision by leading a calling campaign to identify first destinations, establish contact with those not yet in graduate outcomes and offer support to achieve career goals * To recruit, train and line manage a team of Graduate Callers to act as first point of contact with graduates * To conduct a range of short and long guidance/coaching interactions to support graduates with all aspects of career decision making and career development * To devise and run a series of webinars on all aspects of the career journey * To develop e-learning support for the Southampton graduate cohort in line with up-to-date pedagogical approaches * To use Careers Registration data at graduation to identify students at risk of unemployment \ under-employment and target with relevant communications * To work in partnership with ODAR to promote services to graduates and maintain up to date graduate contact details, ensuring the latter are fed into the HESA returns * To work with Data, Information & Operations Team to run a structured communications campaign with finalists, graduates and university staff that supports maximisation of the Graduate Outcomes Survey (GOS) * To develop relationships with key stakeholders such as employers, academic colleagues and professional service departments, working with the Employer Engagement Team to maximise graduate access to relevant opportunities * To write marketing and communications copy about the package of support and proactively find ways to increase take up of coaching and other activities, including creating clear visibility and signposting across all relevant sites * To produce timely annual reports on engagement with the graduate offer to agreed quality standards and completing any associated admin in a prompt and efficient manner * To track graduates who have engaged with the service through to the Graduate Outcomes Survey results, in conjunction with the Data, Information & Operations Team | 50% |
|  | To support the core CESE service by participating in delivery of:   * Short and long guidance sessions to support clients’ career development needs * Interactive group sessions according the agreed CESE calendar of events * Open days, careers fairs and other service-wide events that support the engagement of students in career development and job search | 20% |
|  | To develop and maintain the knowledge and skills necessary to effectively support client needs according to professional guidelines and quality standards, including:   * Understanding of the specific career development needs of clients based on background, subject of study, etc, with a particular emphasis on the career development needs of recent graduates * Up-to-date understanding of recruitment practices, in order to provide clients with feedback, coaching and support in preparing for applications, interviews and other selection methods * Appropriate professional knowledge and awareness of the graduate labour market, developments within the HE sector and employability related scholarship and good practice by keeping abreast of the work of sector skills councils, professional bodies, ISE (Institute of Student Employers) and in particular AGCAS (Association of Graduate Careers Advisory Services) | 15% |
|  | To contribute to broader initiatives to ensure a high quality, accessible and client centred service inc:     * Cross service / University projects, working groups or initiatives which support the achievement of Southampton’s and CESE’s objectives and enhancement of the student experience as part of SED, as determined by the Director of CESE * Achievement and maintenance of agreed quality standards and external quality accreditation through on-going review of practices, contributions to the assessment process and the delivery of high quality, measurable outcomes (eg Customer Service Excellence, AGCAS Quality Membership Standard) * To develop and regularly update skills, through membership of AGCAS learning opportunities, relevant training courses and good practice groups, to ensure current industry standards are met, maximising use of the AGCAS Professional Pathways to support career development * To promote and exemplify inclusive working practices and strive for diversity within the organisation and its services, ensuring that that you are aware of and aligned with University of Southampton’s strategic objectives on Equality and Diversity * Participate as appropriate in cross-functional activities at times of peak demand to support colleagues across Student Experience Directorate (SED) such as international student registration, open days and student recruitment events; confirmation and clearing | 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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| Internal  • Alumni community  • All Student Services, inc Student Records / Registry  • All Professional Services, inc ODAR, ISolutions  • All Faculties  External  • HEI Institutions  • HESA  • Employers  • National Governing/Professional Bodies inc AGCAS  • Members of the Public/Community Groups |

| Special Requirements |
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| The post holder may be required to work from a variety of campus locations or visit graduates, customers or organisations external to the University and therefore must be willing to travel.  The post holder is expected to work flexibly to provide services to a range of customers. Occasional evening and weekend work may be required to support events and wider university commitments such as open days  The ability to maintain a responsible and confidential approach to sensitive information. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Recognised professional qualification in careers guidance and significant experience in careers guidance delivery  University degree or equivalent level qualification  Significant knowledge of careers and employability, current challenges faced by students in HE and developments within the graduate labour market | Experience of working with graduates  Experience of successful project management | Application  Application  Application/ Presentation/ Interview |
| Planning and organising | Proven experience of successfully planning and delivering a broad range of specialist activities within professional guidelines /organisational policy in a high quality and timely manner  Ability to lead and/or deliver a specified piece of work or project within professional guidelines and in support of university policy  Ability to manage conflicting demands in a challenging schedule |  | Interview  Interview  Application /Interview |
| Problem solving and initiative | Ability to apply professional/specialist knowledge to analyse complex problems and recommend solutions/plans of action  Experience of using qualitative and quantitative data to critically evaluate, demonstrate and improve the effectiveness of activities  Experience of working innovatively and embracing new ways of working | Evidence of implementing and managing change in a relevant context | Application /Interview  Application /Interview  Application / Interview |
| Management and teamwork | Proven experience of working proactively and in partnership with colleagues in other work areas to achieve positive outcomes  Ability to actively participate in planning sessions, training events and peer review to maximise professional performance  Ability to delegate work where appropriate and understanding of the strengths and weaknesses of colleagues in building effective teamwork | Successful experience of developing staff/colleagues through sharing best practice  Experience of line management | Application /Interview  Application /Interview  Interview |
| Communicating and influencing | Ability to communicate clearly and appropriately with a range of audiences in a variety of different situations  Ability to provide accurate and timely specialist guidance on complex issues  Ability to use influencing and negotiating skills to develop understanding and gain co-operation  Evidence of good networking skills including maintaining good partnership working with a range of colleagues  Excellent interpersonal skills |  | Presentation/ Interview  Observation / Interview  Application /Interview  Interview  Interview |
| Other skills and behaviours | A commitment to professionalism, actively supporting equality and diversity and the delivery of high-quality service and client satisfaction levels, both internally and externally  Ability to systematically and rigorously evaluate the impact of service provision  Regularly evaluate professional performance and reflect constructively using evidence to improve performance  Ability to apply knowledge and awareness of principles and trends in a specialist field and an awareness of how this affects activities within the University | Ability to develop resources through a wide range of media  Able to understand cultural diversity | Application /Interview  Application /Interview  Application / Interview  Presentation /Interview |
| Special requirements | Ability to demonstrate understanding of role / motivation for applying |  |  |

**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 |  |  |  |