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| Last updated: | <22.12.22> |

**JOB DESCRIPTION**

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| Post title: | **Careers Consultant (International)** | | |
| 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: | None | | |
| Post base: | Office-based (see job hazard analysis) | | |

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| Job purpose |
| The Careers Consultant (International) will create and deliver a comprehensive wrap-around programme of careers, employability and employment support and events for international students, from pre-arrival to graduation and beyond, focusing primarily but not exclusively on PGT (post-graduate taught) students. The role will be crucial in identifying and supporting the additional careers and employability needs of international students, over and above existing provision for all students, to achieve successful graduate outcomes. The post-holder will design and deliver effective careers education, information, advice and guidance to support international students and be the source of expert advice to CESE colleagues on support for international students.  The Careers Consultant (International) will work closely with faculty facing Careers Consultants, to provide support to international students pre-, during and post-graduation. In addition, the role requires close collaboration with the Graduate Coach and ODAR (Office of Development and Alumni Relations).  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 lead the design, delivery and development, of a new comprehensive wrap-around programme of careers, employability and employment support and events for international students, from pre-arrival to graduation and beyond, focusing primarily but not exclusively on PGT (post-graduate taught) students, working in line with the Employability Action Plan, Education and Student Experience Strategic Plans, International Strategic Plan and University Strategy. This includes:   * In subjects where there is a high volume of international PGTs, to work with Careers Consultants (Faculty Facing) on a targeted approach to the development, delivery, and review of innovative in-curricula and co-curricular activities to support PGT career development and graduate outcomes * To design and deliver bespoke workshops for international students, including content on employment issues, business culture/protocols, preparation for work-experience, placements, fairs, and graduate jobs, intensive 'boot camp' style short programmes for PGT students / recent graduates and online content (maximising use of Blackboard, Southampton’s VLE) * To identify and pilot innovative new ways of working with UK and overseas employers and opportunity providers on engagement with international students and graduates, to improve student learning and employment outcomes for international students, working closely with the Employer Engagement Team and Graduate Coach (eg developing tailored internship schemes) * To develop and implement innovative ways of connecting with and mobilising the university's alumni community and overseas staff and local networks to enhance opportunities for international students from pre-arrival to graduation and beyond, working closely with ODAR, Global Recruitment & Admissions (GRA), Visa Team and Graduate Coach * To conduct a range of short and long guidance/coaching interactions to support international students with all aspects of career decision making and career development * To gather, analyse and use research and data on international students’ career development needs and employment destinations (including student engagement, Careers Registration, Graduate Outcomes Survey (GOS)) in order to identify, recommend and prioritise the most effective career development activities and support CESE colleagues to understand such data * To develop relationships with key stakeholders such as employers, academic colleagues and professional service departments, to integrate delivery with existing activities * To write marketing and communications copy about the package of support (particularly pre-arrival) and proactively find ways to increase take up of programme of activities, including creating clear visibility and signposting across all relevant sites * To produce timely annual reports on engagement with the international student offer to agreed quality standards and completing any associated admin in a prompt and efficient manner, working with GRA to embed relevant case studies / key data provision into PGT recruitment activities * To represent the university and proactively engage with strategic/operational external organisations and professional bodies which can enhance the university's understanding of international student agenda, UK government policy regarding international students, opportunities for collaborative working/sharing of practice, and/or funding opportunities (local, regional, national, international) | 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 international students * 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, including the variations in labour markets in the countries of our major overseas PGT student cohorts * 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, GRA, ISolutions * All Faculties   External   * HEI Institutions * 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 students, 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 international students in HE and developments within the graduate labour market | Experience of working with international students  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 | 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  Ability to speak additional languages other than English | 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 |  |  |  |