Graduate Outcomes Lead

Department:	Student and Academic Services
Grade/ Salary:	6
Contract Type:	Part time permanent
Hours:	21 hours per week (0.6 FTE)
Location:	New Cross, London
Reporting to:	Graduate Outcomes and Placements Manager

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

We are happy to supply information in alternative formats for disabled applicants. Please contact hr@gold.ac.uk to make your request.

Student and Academic Services
The student experience is at the heart of everything we do here at Goldsmiths.

Whether it be through our research inspired teaching, an ever-innovative curriculum or vibrant extracurricular and support offering, we have an unshakeable commitment to improving the experience of our diverse population.

Student and Academic Services lead the development and provision of outstanding student-facing services, enabling every single student to have an excellent student experience to go on to achieve outstanding student outcomes.

The Directorate is made up of seven areas:

1. **Academic Registry**
   Registry operations, student fees, student systems, academic programme administration, information and enquiries.
2. **Admissions**
3. **Student Support Services**
   Student wellbeing and disability support, student accommodation, student hardship support and chaplaincy.
4. **Employability, Entrepreneurship and Graduate Outcomes**
5. **Student Success**
   Student engagement, widening access and participation, student communications, student voice, welcome and transition.
6. **Immigration Compliance and Immigration Advisory Service**
7. **Library Services**

Working collaboratively, the Directorate aims to attract the best talent possible to Goldsmiths, to steward them through from enquiry to application and enrolment, and subsequently into their student experience and to support them to be successful students and graduates. The teams coordinate a full suite of co-curricular activities

and services to develop and support our students and works in partnership with our academic departments and other professional services.

Role overview
The Graduate Outcomes Lead is responsible for improving progression into professional employment and further study for a defined cohort of final-year students and recent graduates. Working within the Graduate Outcomes team, the postholder will provide proactive, personalised and outcomes-focused support that enables students and graduates to plan their next steps, complete high-quality applications, prepare effectively for selection processes and progress towards positive destinations.

The role requires sustained, direct engagement with students and graduates, particularly those identified as being at greater risk of poor outcomes. The postholder will use data, insight and relationship-building to prioritise support, increase engagement, connect individuals with relevant employers and further study pathways, and evidence progress against agreed targets, activity measures and outcome indicators.

Key responsibilities
<u>Graduate support</u>

- Manage a defined cohort of students and graduates, providing tailored, end-to-end employability support that is planned, recorded and reviewed against individual progression goals.
- Deliver one-to-one coaching and group sessions that support career planning, job-search activity and progression pathways, with clear objectives and measurable next steps for participants.
- Support students to develop high-quality CVs, cover letters, portfolios and personal statements that are tailored to specific opportunities, sectors or further study routes.
- Prepare students for recruitment and selection processes, including interviews, assessment centres and selection tasks, by providing practical preparation, feedback and follow-up actions.
- Track and manage student engagement, applications, interviews and outcomes, maintaining accurate records that demonstrate progress, risks and agreed actions.
- Use data and insight to identify, prioritise and monitor students and graduates who may be at risk of poorer progression outcomes.
- Deliver targeted interventions for priority groups, evaluating engagement and progression to inform follow-up support and improve impact.
- Use persistent, creative and personalised outreach to increase engagement from students and graduates who may be less likely to access support independently.

<u>Employer engagement</u>

- Build and maintain purposeful employer relationships to identify, promote and secure relevant opportunities for students and graduates.

- Match students and graduates proactively to suitable vacancies, internships and further study opportunities, using their goals, skills and readiness to guide recommendations.
- Support and facilitate employer-led activity, including workshops, networking events and recruitment sessions, ensuring activity is well planned, targeted and followed up.
- Act as a clear point of connection between students, graduates and employers, supporting a responsive and professional experience for all parties.

Delivery

- Design and deliver engaging workshops, bootcamps and targeted programmes with clear learning outcomes focused on improving graduate progression.
- Contribute to large-scale initiatives for final-year students and recent graduates, supporting delivery, engagement and follow-up activity to maximise reach and impact.
- Ensure delivery is practical, outcomes-focused and informed by current labour market demands, so that students can apply learning directly to opportunities.
- Work with academic departments and support services to coordinate joined-up interventions, clarify actions and reduce duplication for students and graduates.

Performance

- Deliver against agreed targets and measures, including student engagement, applications submitted, interviews secured and positive outcomes achieved.
- Monitor individual and cohort performance regularly, using evidence from engagement, activity and outcomes to adapt approaches and improve impact.
- Contribute to team and institutional targets linked to B3 outcomes and Graduate Outcomes data by supporting accurate tracking, intervention and reporting.
- Provide regular updates on progress, risks, challenges and successes, using evidence to support review, escalation and continuous improvement.

Person specification

Detailed below are the types of qualifications, experience, skills, and knowledge required. The Essential column shows the minimum essential requirements for the post. The Desirable column shows additional attributes which would enable the applicant to perform the role more effectively with little or no training. They are not essential but may be used to distinguish between applicants.

The Category column indicates the method of assessment:

- A: Application form
- C: Certificate
- R: Reference
- I: Interview

Criteria	Essential	Desirable	Category
Qualifications			
Degree or equivalent professional qualification, or equivalent relevant work experience demonstrating the knowledge and capability required for the role.	Y		A/C
Experience of designing, delivering or supporting targeted employability, careers or graduate outcomes activity		Y	A/I
Skills			
Excellent interpersonal and communication skills, including the ability to build trust, communicate clearly and influence students, graduates, employers and colleagues.	Y		A/I
Strong organisational skills, including the ability to manage a caseload, prioritise competing demands and maintain accurate records of activity, progress and outcomes.	Y		A/I
Commitment to equality, diversity and inclusion, with the ability to apply inclusive approaches when engaging with students, graduates, employers and colleagues.	Y		A/I
Knowledge and understanding of graduate recruitment processes, recruitment market expectations and progression routes into employment or further study.	Y		A/I
Ability to engage effectively with diverse student groups, including students or graduates who may require targeted support to improve progression outcomes.	Y		A/I
Strong organisational skills, including the ability to manage a caseload, prioritise competing demands and maintain accurate records of activity, progress and outcomes.	Y		A/I
Experience			
Highly proactive, resilient and target-driven, with the ability to sustain high levels of energy and activity.	Y		A/I
Ability to work independently while contributing constructively to team delivery, shared priorities and continuous improvement.	Y		A/I
Experience of working proactively and resiliently in a target-driven environment, sustaining activity levels and following through on agreed actions.		Y	A/I
Experience of delivering employability, careers, recruitment or student success support that enables students or graduates to	Y		A/I

progress towards employment, further study or other positive destinations.			
Experience of motivating, coaching or advising individuals to identify goals, take agreed actions and achieve measurable positive outcomes.	Y		A/I