Senior Employer & Placements Co-ordinator (fixed term)

<table>
<thead>
<tr>
<th>Job Reference:</th>
<th>9224 (A2A-3876)</th>
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</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Careers Service</td>
</tr>
<tr>
<td>Grade/ Salary:</td>
<td>Grade 6, £34,403 - £37,259 (incl London weighting)</td>
</tr>
<tr>
<td>Contract Type:</td>
<td>12 months fixed term to 31/7/22 (with potential for extension)</td>
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<tr>
<td>Hours:</td>
<td>35 per week (Full time)</td>
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<tr>
<td>Location:</td>
<td>New Cross, London, SE14</td>
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Goldsmiths

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.

The Directorate

The student experience is at the centre 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.

The Student Experience Directorate is the part of Goldsmiths Professional Services that leads on the development and provision of outstanding student facing services. The directorate is responsible for ensuring that every student at Goldsmiths has an excellent student experience.

The Directorate is made up of five areas:

1. Student Marketing & Recruitment
2. Student Administration
3. Student Support Services
4. Library Services
5. The Careers Service
6. Student Engagement

Working collaboratively the directorate offers a range of co-curricular activities in order to develop our student on-going skills and to ensure they can be successful both during and beyond their time at Goldsmiths. The directorate is also responsible for supporting academic departments to deliver the best service they can to students.
The Department

The Careers Service is the area of the institution responsible for working with students and colleagues across Goldsmiths to deliver the institutional Employability Strategy. Through the effective delivery of a range of frontline services, it is critical to providing an enhanced student experience before, during and after their time at Goldsmiths. As such, it contributes to the achievement of the Vision, Mission and Strategic Plan for Goldsmiths.

The department currently delivers the following services:
- Careers Information and Consultancy
- Placements
- Employer Engagement
- Student Enterprise and Skills (including the Gold Award and HEAR)

The team is pivotal in ensuring the effective provision of a high-quality student focused careers and employability service that best prepares graduates for the globally competitive recruitment market.

The College is very aware of the importance of careers and employability, particularly in light of the TEF, the Graduate Outcomes Survey (GOS) and the impact both have on league table performance. Consequently, the College has provided significant additional investment into the department in recent years, and the post-holder will be joining a Careers Service team that covers activities across all 4 of the areas listed above.

Core priorities in the expanded team are a strong focus on supporting students after graduation who have not secured a graduate level outcome, an emphasis on the value of tailored placements and internships and providing an institutional lead on embedding employability within the curriculum.

Enhancing partnership working with key departments such as alumni, enterprise and planning has been key to taking forward an ambitious programme to ensure all students expand, reflect on and value their careers and employability attributes as much as their academic skills.

The Careers Service [www.gold.ac.uk/careers](http://www.gold.ac.uk/careers) leads on many initiatives that aim to enhance the employability of Goldsmiths graduates. Work placements have been shown to have a significant effect on graduate outcomes and can also enhance the quality of students’ learning experience.

Since 2012, there has been an ambitious expansion of placement modules across all departments. Most departments have adopted a short, optional undergraduate placement module, co-delivered with our team. This accredited module is pivotal in achieving our work experience objectives in the Employability Strategy. We also organise year-long placements for certain departments.

Our internship provision also continues to grow; we are a member of the Santander Universities SME Internship Programme, providing subsidised internships to SMEs. We also work on a variety of in-house internship schemes. The Senior Employer & Placements Co-ordinator is key to the continued growth of our work experience provision across Goldsmiths.

Employer engagement is undergoing a radical transformation to expand both the volume and scope of its activities, with a particular emphasis on building links with major graduate recruiters. The Employer Engagement team also collaborates closely with academic departments and other professional services departments to ensure we are attracting a truly diverse range of employers to Goldsmiths. Again, this post-holder will play a key role in supporting this expansion.

Job Description

Reporting to: Employer Engagement & Work Experience Manager (EEWEM)

The purpose of this role is to take a senior role in the development and coordination of employer engagement and work experience provision across the service, supported by the EEWEM. The role will make an active contribution to both the Employer Engagement and Placement & Internships functions of the wider team. This will include line-managing Student Ambassadors as required and deputising for the EEWEM.
Main duties:

Leadership and Management

- To oversee recruitment and deployment of Student Ambassadors, and line manage any Placement & Internships Assistants, setting direction, providing support / coaching, monitoring effectiveness and leading them to achieve stretching targets
- To work closely with the EEWEM to ensure the work of the Student Ambassadors and any Placement & Internships Assistants contributes to the overarching targets of the Employer Engagement & Work Experience (EEWE) team
- To take the lead on key EE & WE team projects (eg mentoring, internship provision), ensuring they achieve targets and contribute to EE & WE team and wider CS team objectives

Deputising for Employer Engagement & Work Experience Manager

- To deputise for the EEWEM as necessary at meetings with key stakeholders / major employers / formal university committees
- To assume line management of EEWE team in EEWEM’s absence for any significant period (eg annual leave, sickness), inc leading team meetings, attending internal Careers Service management meetings etc
- To assist with induction of new team members when necessary
- Take an active role under the guidance of EEWEM, in problem solving issues relating to the work of the EEWE team
- To assist the EEWEM in the compilation and analysis of key data sets (eg QS Employer Reputation Survey, quarterly team stats)
- To assist the EEWEM in development of employer engagement and work placement strategies and team operating objectives
- Proof-read and sense check materials (student facing, academic facing and for external audiences), under the guidance of EEWEM, against agreed quality standards

Cross Team Responsibilities

- Generate and maintain within the team a culture of cross-selling and sharing useful leads with others in the wider Careers Service team and making relevant referrals to departments such as Enterprise Office
- To seek active contributions from members of both teams and facilitate team discussions
- To draft new team procedures and guidelines in collaboration with EEWEM
- To promote and exemplify inclusive working practices and strive for diversity within the organisation and its services, ensuring that you are aware of and aligned with Goldsmiths’ Regulations, Strategy, and Objectives
- To actively participate in national networks to share best practice and identify developments in the employer engagement and work placement areas
- Contribute to activities within the wider Careers Service team and undertake any other duties as may reasonably be required by line manager
Service Delivery

- The role will also have a reduced 70% caseload of a Work Placements Co-ordinator, which includes:
  - To develop and coordinate placement provision across academic departments, acting as co-leader of the generic undergraduate placement module and developing tailored support to the other undergraduate and postgraduate placement programmes
  - To develop relationships with placement providers and support students taking up these opportunities, within the context of the academic curriculum
  - To support our internship provision, including the Santander Universities Internship scheme and other extra-curricular internship schemes as appropriate

Person Specification

Detailed below are the types of qualifications, experience, skills and knowledge that are required of the post holder. Selection will be made upon evidence of best fit with these criteria.

The Essential criteria sections show the minimum essential requirements for the post. Therefore, if you cannot demonstrate in your application that you meet the essential criteria categorised below, you will not be invited for interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

<table>
<thead>
<tr>
<th>Essential Criteria 1 - Qualifications</th>
<th>Category</th>
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<tbody>
<tr>
<td>E1) First degree or equivalent</td>
<td>A, C</td>
</tr>
<tr>
<td><strong>Desirable Criteria 1 - Qualifications</strong></td>
<td></td>
</tr>
<tr>
<td>D1) Masters degree</td>
<td>A, C</td>
</tr>
<tr>
<td>D2) Relevant professional qualification</td>
<td>A, C</td>
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<tr>
<td><strong>Essential Criteria 2 - Experience</strong></td>
<td></td>
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<tr>
<td>E2) Significant experience in a relevant field eg recruitment / careers / employer engagement</td>
<td>A, I</td>
</tr>
<tr>
<td>E3) Previous experience working on work placement modules, paid internships or employer engagement</td>
<td>A, I</td>
</tr>
<tr>
<td>E4) Experience of leadership (eg of projects, task groups, initiatives)</td>
<td>A, I, P</td>
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<tr>
<td>E5) Experience of initiating and developing client relationships</td>
<td>A, I</td>
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<tr>
<td><strong>Desirable Criteria 2 - Experience</strong></td>
<td></td>
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<tr>
<td>D3) Experience of managing staff</td>
<td>A, I</td>
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**Essential Criteria 3 – Knowledge**

| E6) | An understanding of the value of work experience for students and for placement providers and the value of employer engagement for students and employers | A, I |
| E7) | Knowledge of legislation relating to minimum wage and equal opportunities | A, I |

**Desirable Criteria 3 - Knowledge**

| D4) | Knowledge of some relevant employment sectors in London, such as creative and not-for-profit | A, I |

**Essential Criteria 4 - Skills**

| E8) | Ability to demonstrate understanding of the role / motivation for applying | A, I |
| E9) | Ability to plan ahead and schedule a number of streams of activity, with input from manager | A, I |
| E10) | Prioritise and multitask under the pressure of deadlines | A, I |
| E11) | Confident in developing effective relationships with a range of stakeholders (particularly within the Careers Service team), building rapport, managing expectations to ensure all team members have a chance to contribute. | A, I, P |
| E12) | A commitment to professionalism, actively supporting equality and diversity and the delivery of high service and client satisfaction levels, both internally and externally | A, I |
| E13) | Ability to engage with team members to understand their ideas, working together to problem solve and identify good practice | A, I |
| E14) | Excellent communication and interpersonal skills to enable good relationships to be developed with staff and students at Goldsmiths and people within partner organisations | A, I, P |
| E15) | Ability to think creatively in identifying potential new processes and systems, with a commitment to continuous improvement and effective customer service | A, I |
| E16) | Ability to demonstrate strong administrative skills, including usage of mainstream CRM systems, databases and Microsoft Office package | A, I |
| E17) | Ability to use initiative in performing your duties, to work without close supervision | A, I |
| E18) | Willing to collaborate with other team members and lead working groups | A, I |

**Desirable Criteria 4 - Skills**

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on the first day of appointment.

For more information about the role, please contact Simone Providence-Doyley: e mail S.Providence-Doyley@gold.ac.uk

We are committed to equality. All applications will be judged solely on merit, however, we particularly welcome applications from groups currently under-represented in the workforce, for example black and minority ethnic groups and those with disabilities.
Summary of Benefits

If you choose to work with us, you’ll become part of a learning organisation that is committed to professional and personal development, with a comprehensive and innovative staff development programme.

You’ll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- On-site cinema, Curzon Goldsmiths, with staff discounts and special screenings
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme
- Access to exclusive discounts, including high street retailers
- Maternity, paternity, shared parental leave and adoption leave and pay and tax efficient childcare voucher scheme
- Contractual sick pay provision
- Free eye tests
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site dining facilities and gym
- Access to University of London facilities such as Senate House Library

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about.

We can supply information in alternative formats for people with a visual impairment or dyslexia. For this please contact hr@gold.ac.uk or visit www.gold.ac.uk/hr.

Thank you for your interest in working with us, we wish you all the best with your application.

KG/SPD – 5/7/21