

Employer Engagement and Work Experience Manager

Job Reference:	9137
Department:	Careers Service
Grade/ Salary:	Grade 8, £46,253.72 - £53,013.61 (inc London weighting)
Contract Type:	Permanent (A2A-3681)
Hours:	35 per week (Full time)
Location:	New Cross, London

Closing date for applications: Midnight on Sunday 16th May 2021

Interviews: **Monday 24th May 2021**

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.



Passionate about advancing equality
and celebrating diversity.
Together, we are different



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 6 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 importance placed on the TEF, the new Graduate Outcomes Survey and the impact both may have on league table performance.

Core priorities for the team are a strong focus on supporting students after graduation who have not yet secured a graduate level outcome, an emphasis on the value of tailored placements and targeted support for those facing additional barriers and providing an institutional lead on embedding employability within the curriculum.

Enhancing partnership working with key departments such as alumni, enterprise and planning are also 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 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. Traditionally, most placements have been compulsory and vocational, but the recent growth has been in optional placement modules, which include short placements. Almost all departments have adopted a generic undergraduate placement module, which is co-delivered by the department and the placements team. 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 and emphasising the diversity of the student body as an added attraction to those recruiters. The team have adapted to Covid-19 and transformed service delivery to ensure options to deliver remotely or in person are available for placements, internships, mentoring, careers fairs and other employer-related activities can continue whatever stage of lockdown we are in and may remain part of the offer in future once return to campus has been more fully achieved.

Job Description

Reporting to: Associate Director (Careers & Employability)

The purpose of this role is to lead employer engagement, work placement and internship provision for the Careers Service across Goldsmiths. This will involve liaising with academic departments, graduate employers and other external organisations, the Alumni Relations Dept and Research & Enterprise team, to ensure that the widest possible range of opportunities are offered to students and that engagement with these opportunities is maximised.

The role holder will manage a team of 5 and will lead on the development of new forms of work experience and employer engagement provision, working in partnership with colleagues within the Careers Service and across the institution to create, develop, implement and review new options.

Goldsmiths recognises that work placements and engagement with external organisations, both within the context of the academic curriculum and wider employability landscape, are a crucial strand of the College's Learning, Teaching and Assessment Strategy, which contains a strong commitment to student / graduate employability.

Main duties:

- To support the implementation of the Institutional Employability Strategy by leading the development and growth of employer engagement and work placement provision, including negotiating with academics on appropriate models, volume and promotion of opportunities
- To develop a formal strategy for employer engagement by the Careers Service, supporting the principles of the institutional Employability Strategy, creating annual operating plans to ensure delivery of all aspects of employer engagement and work experience
- To lead and manage the combined Work Placements and Employer Engagement teams, setting direction, providing support / coaching, monitoring effectiveness and leading them to achieve stretching targets on increasing participation across the College
- To oversee the expansion in range and volume of employers engaging with Goldsmiths, with a particular focus on developing long term relationships with major graduate recruiters and industries outwith the creative sector, exploring potential technology improvements to enhance service delivery
- To monitor and analyse data on the provision of work placements, internships, mentoring and employer engagement within the College, maximising usage of existing systems for joined up recording and reporting, to demonstrate impact, and overseeing development of protocols to ensure effective use of Target Connect, Careers Registration and other relevant systems
- To liaise with academic departments to maintain understanding of the type of employer events which are relevant and appropriate to their student cohorts
- To oversee planning and coordination of the annual employer events programme, ensuring Careers Registration and Target Connect data inform decision making
- To oversee the team in developing a wider range of placement opportunities with external organisations, taking the lead for key partnerships, ensuring internal referrals are followed up and disseminated to departments, ensuring close team working across the newly merged team to maximise potential opportunities from each organisation
- To jointly develop new internal and external internship programmes, international work experience opportunities and in-house recruitment services, and to oversee team's delivery of the Santander internship programme
- To liaise with the Research & Enterprise team to strengthen partnerships with local enterprises in order to identify work placement and internship hosts, student consultancy opportunities and relevant on-campus events
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- To support / initiate funding bids to enhance service delivery, in partnership with academic colleagues / Research & Enterprise, and oversee employer income generating activities
- To work with the Marketing and Student Recruitment teams to create appropriate marketing materials to promote work placement, internship and student consultancy opportunities and on-campus events to current and prospective students and graduates and to host organisations

- To lead the team in internal promotion of work placement opportunities and the benefits of gaining work experience, commissioning or undertaking research as appropriate and disseminating the results
- To review / revise College policies on work placements, internships and vacancy handling, including policy documents on best practice for work placements, and advise academics on best practice to support the development of appropriate models, implementation and tailored provision
- To provide input on work placements, employer engagement and vacancy handling for quality reviews, league tables / institutional submissions
- Be proactive in providing feedback on relevant policies to College Solicitor, Health and Safety Officer and others in reviewing / refreshing policies which provide a structure for assessing and mitigating the risks associated with placements, internships and vacancy handling
- To assess whether work placements and vacancy handling are compliant with legislation and take action as and when appropriate
- To work with academic departments to oversee effective delivery by the team of the generic work placement module
- To ensure the team maintain records of the opportunities available / take up of these opportunities and regularly collect user feedback data and conduct focus groups as a basis for future planning
- To regularly update knowledge of current initiatives and policies around work placements and graduate recruitment and propose involvement in appropriate new initiatives
- To develop and regularly update skills, through membership of ASET / AGCAS / ISE and TCG learning opportunities, relevant training courses and good practice groups, to ensure current industry standards are met
- 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 Research & Enterprise team
- Contribute to activities within the wider Careers Service team and undertake any other duties as may reasonably be required by the Associate Director (Careers & Employability)
- 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 work together to proactively advance Equality and Diversity
- At all times help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy

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:

A = Application form

Certificate

I = Interview

T = Test

C =

R = Reference

P = Presentation

	Category
Essential Criteria 1 - Qualifications	
E1) First degree (or equivalent)	A, C
Desirable Criteria 1 - Qualifications	
D1) Masters degree	A, C
D2) Relevant professional qualification	A, C
Essential Criteria 2 - Experience	
E2) Significant experience in a relevant field eg recruitment / careers / employer engagement	A, I
E3) Experience of creating / developing / delivering work placement modules or paid internships	A, I
E4) Experience of initiating and developing client relationships	A, I
Desirable Criteria 2 - Experience	
D3) Experience of managing a team	A, I
Essential Criteria 3 – Knowledge	
E5) An understanding of the value of work placements for students and for placement providers	A, I
E6) Knowledge of graduate labour market / employability landscape	A, I
Desirable Criteria 3 - Knowledge	
D4) Knowledge of relevant employment legislation (eg minimum wage, equal opportunities, health & safety)	A, I
D5) Knowledge of some relevant employment sectors in London, eg creative, not for profit, SMEs / awareness of careers that may typically interest Goldsmiths' students	A, I
D6) Knowledge of academic assessment processes / academic structures	A, I
Essential Criteria 4 - Skills	
E7) Ability to demonstrate understanding of role / motivation for applying	A, I
E8) An excellent communicator, including written and presentation skills. You will be experienced in engaging with a variety of audiences, of clearly setting and managing expectations and able to achieve credibility with academics and employers	A, I, T
E9) 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
E10) Able to plan, coordinate and deliver events	A, I
E11) A commitment to evidence-based practice, with the ability to identify, analyse, explain and act upon relevant data to improve service delivery	A, I, T
E12) Ability to prioritise a wide variety of tasks and to meet deadlines	A, I
E13) Ability to use coaching / mentoring to improve performance of team	A, I, T
E14) Ability to set up, review and monitor effective systems and procedures	A, I
E15) Excellent attention to detail	A, I
E16) Ability to assimilate complex information and to explain it to others, both in writing and face-to-face	A, I
E17) Ability to solve problems effectively and creatively	A, I, T
E18) Ability to work independently and as a part of a team	A, I, T
E19) Ability to use Microsoft Outlook, Word & Excel, databases / simple CRM software	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.

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.

For more information or an informal discussion about the role, please contact Katy Gordon: Tel 0207 919 7138, e-mail k.gordon@gold.ac.uk.

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, dependent on grade
- Access to exclusive discounts, including high street retailers
- Maternity, paternity, shared parental 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.

21st April 2021