



JOB DESCRIPTION & CANDIDATE SPECIFICATION

POST	Careers Service Team Leader
DEPARTMENT	Student Services
SALARY	Business Support Scale SO2 (£35,714 - £37,703 per annum inclusive of London Weighting)
HOURS	36 hours per week
RESPONSIBLE TO	Student Experience Manager

THE DEPARTMENT

The Student Services department works in collaboration with College stakeholders to promote the personal development and success of students, preparing them for life and employment in modern Britain. The department also works to ensure that students are well supported during their course, through providing access to services, information, advice and guidance that address potential barriers to achievement, enabling equality of opportunity in education. Support is aimed at helping students to stay focused and achieve the best possible outcomes on their study programme.

JOB PURPOSE

To lead and provide line management for the Careers Advisors and undertake a lead role in the provision of professional careers advice and guidance as part of the Careers programme across the college, supporting the implementation of a strategy that supports the achievement of the Gatsby Benchmarks and prepares young people for future choices in education, training and employment.

Develop strong partnerships with a wide range of stakeholders in the community, identifying and leading on opportunities to collaborate and drive forward the College's Careers & Employability Agenda.

Lead on the development and delivery of a range of campaign materials and activities to promote the services both internally and externally.

The successful post holder will be expected to:

- Successfully implement existing and researched strategies to manage an effective careers service that addresses the needs of individual students
- Monitor and evaluate the service, ensuring the Gatsby benchmarks are met and that the service is meeting the needs of students and staff
- Promote the Careers service, using creative and dynamic approaches to engage students
- To support the Student Experience Manager in overseeing and implementing the Careers strategy, in conjunction with stakeholders

MAIN DUTIES AND RESPONSIBILITIES

These duties are not exhaustive or exclusive. The duties may be varied provided that any other duties are appropriate to the grading level of the post.

The person appointed will be working within the Student Services team and their main duties and responsibilities will include:

- Line management of the Careers Advisors.
- Monitor and deliver targets set by the Student Experience Manager against Key Performance Indicators, providing support and guidance through regular team and 1-1 meetings.
- Monitor allocations of workloads, ensuring staff resources are used effectively
- Maintain strong links with curriculum and other support areas to enable effective communication between all areas of the College ensuring a high quality of service.
- Carry out annual staff appraisal, performance reviews and observations in accordance with service objectives, targets and quality benchmarks or accreditations.
- Lead initiatives to obtain service feedback.
- Support staff inductions and the team's Professional CPD arrangements.

Operational Responsibilities

- Oversee the delivery of a programme of Careers activities that include both 1:1 and workshop sessions
- To conduct 1:1 and group client-focused, impartial, personal career guidance interviews which challenge and support young people to make informed, realistic and adaptable career decisions
- Ensure the Careers service is accessible to all students by using a combination of technology and outreach, to include a drop in and bookable appointment service
- Ensure the provision of workshop sessions which may include CV writing, applications, personal statements and preparing for interviews
- To generate and maintain client records in support of personal guidance interviews, including a summary of agreed actions/action plan.
- To record engagement data and personal plans for service monitoring and impact measurement
- Ensure the delivery of a range of aspirational and engaging careers and progression activities and events throughout the year
- Oversee and support the UCAS applications process ensuring timely provision of advice and guidance to students and staff, and effective administration of the online UCAS system
- Oversee an annual service evaluation and client feedback process to assess the quality and impact of the service so as to inform improvements
- Provide reports, written and oral, as required
- Engage with community partners to create opportunities to collaborate and build the College careers programme
- Engage with curriculum and other support teams to support effective cross-college practice and communication, and the continued development of careers education

- Support the continuous development of Careers information resources e.g. Careers library, Open Access IT resources, Moodle, noticeboards, dissemination of information to tutors
- Support quality assurance processes, including participating in a schedule of peer observations
- Work to professional CDI standards and code of ethics, ensuring compliance with the statutory requirements to provide independent career guidance, and maintain professional currency and knowledge

GENERAL DUTIES

- To participate fully in appraisal according to the College requirements and undertake training and development likely to improve personal knowledge and skills as required.
- To keep up to date with Quality Improvement initiatives and to be aware of, and meet, service standards for the department.
- To propose any ideas that may help to promote and extend the College's reputation and efficient running of the College.
- To undertake all duties and responsibilities in accordance with College policies inclusive of Equal Opportunities, Data Protection, Child and Vulnerable Adult Protection, Quality and Financial regulations. To report any concerns to the appropriate person.
- To use appropriate management information to recognise and support diversity in the student cohort.
- To work safely, consider the safety of others and work within the guidelines stated in the College Health and Safety Policy.
- To be available to assist in enrolment procedures. This may require additional hours including evenings and weekends, for example during the Autumn Term.
- To work flexibly, this will include evenings, open days, parents' evenings and possibly weekends. Where this requires working outside normal working hours (e.g. evening/weekend working) time off in lieu arrangements will apply.
- To undertake any other duties commensurate with your level of responsibility as may be required by the College Leadership Team.

EXPECTATIONS FOR ALL STAFF

All members of staff at the College are expected to be:

- **Responsive & Adaptive**
Responsive to change, creating new opportunities for meeting new challenges
- **Creative, imaginative and entrepreneurial**
Innovators and commercially aware
- **Collaborative**
Promote 'team-ship' through collaboration and taking pride in their work and the College
- **Passionate professionals**
Role models committed to continually improving themselves and ultimately the experience and success of our students
- **Accountable**

Understand the impact of (and take responsibility for) their actions upon College stakeholders

PERSON SPECIFICATION

This person specification will be used in short-listing and in interviewing for selecting the best candidate. Each applicant is, therefore, advised to address each aspect of the person specification in his / her written application.

The methods by which each of the selection criteria are expected to be assessed are identified in the table.

AF = Application Form I = Interview

	Desirable	Essential	Assessed by
Qualifications and further professional development			
1. Qualified to QCF Level 6 minimum in Career Guidance and Development		✓	AF
2. Hold a Careers Leadership qualification or be willing to undertake		✓	AF
3. Hold Level 2 Maths and English qualification.		✓	AF
4. Hold a full, clean driving license and have access to the use of a car	✓		AF
Abilities/Skills/Experience			
5. Experience of working in, or providing, an information, advice and guidance service within the FE sector.		✓	I
6. Experience of motivating and leading others in a client focused environment		✓	I
7. Experience establishing systems and procedures	✓		AF
8. Line management experience	✓		AF
9. Experience/understanding of equality, diversity and inclusion and how to promote equality of outcomes		✓	AF/I
10. Experience of implementing and managing cross college initiatives that have successfully impacted on students' personal development or progress		✓	I
11. Have excellent team-working skills with a record of working co-operatively to achieve individual and team goals.		✓	AF/I
12. Initiative and ability to prioritise own workload to respond to the challenge of tight deadlines and varying demands.		✓	I

13. Experience of managing, motivating and developing staff to achieve organisation and personal objectives	✓		I
14. Knowledge and experience of using ICT packages and systems such as Microsoft and Pro-suite		✓	I
15. The ability to interpret data using management information systems, draw conclusions and write reports	✓		AF
16. An understanding of and empathy with the challenges of working with students from diverse backgrounds		✓	I
17. Well-developed communication and listening skills both written and oral, evidencing a good standard of literacy and numeracy.		✓	I
18. Be prepared to undertake any required training.		✓	I
Knowledge			
19. Be able to demonstrate knowledge of and commitment to Equality and Diversity, Safeguarding, Health and Safety and Personal, citizenship and employability skills.		✓	I
20. Knowledge of safeguarding, welfare, all aspects of the Prevent Agenda and national and local priorities for young people and adults.		✓	I

ADDITIONAL INFORMATION

The appointment will be subject to suitable references, medical clearance, enhanced disclosure from the Disclosure and Barring Service (DBS), evidence of eligibility to work in the UK and evidence of qualifications.

All of the above checks must have been completed **before** the start of the employment.

Confirmation of appointment is subject to the satisfactory completion of a 9-month probationary period.

This job description/candidate specification is subject to periodic review.