

PROFESSIONAL DEVELOPMENT MANAGER

Thank you for your interest in the position of Professional Development Manager at The Careers Group, University of London. This pack contains all the information you will need to apply. If you find any information missing or have any queries about applying, please contact the University of London Recruitment Team on ulrecruit@london.ac.uk.

For more information on our activities, please study our Professional Development website at <http://thecareersgroup.co.uk/professional-development/> and The Careers Group Yearbook 2015-16 at https://issuu.com/thecareersgroupuniversityoflondon/docs/uol_thecareersgroup_yearbook_15-16_e84b75b6a07e58.

The salary range for this role is AMP level 7, currently starting at £34,030 per annum, inclusive of London Weighting.

This pack contains:

- An overview of The Careers Group
- Job Specification
- Remuneration and Benefits
- Key contacts of The Careers Group

To apply for this position, please visit www.london.ac.uk/jobs. The deadline for applications is at **midnight on Sunday 16 July 2017**.

Interviews for the role will take place at Senate House in Central London on the week commencing **24 July 2017**.

We look forward to receiving your application.

The Careers Group, University of London is an equal opportunities employer.



An overview of The Careers Group

The Careers Group, University of London was established over 100 years ago and is the largest network of higher education careers services in Europe. Its mission is as follows:

Our Group exists to make each of our member services the best that it can be strategically and operationally in the context of its institution and to ensure that each service is demonstrably better as a member of the group than it would be if it were not.

As a collective, our Group will be highly visible as thought and practice leaders in higher education careers and employability nationally and globally. In turn, the leading edge thinking and practice will enhance delivery in member services and bring reputational benefits to the University of London centrally and to member institutions.

The Careers Group, University of London is an expertise-led, collaborative membership organisation, set up to serve predominantly, but not exclusively, the member institutions of the University of London. The Group comprises the careers services of City University London, The Courtauld Institute of Art, Goldsmiths University of London, Heythrop College, King's College London, the London School of Hygiene & Tropical Medicine, Queen Mary University of London, Royal Holloway University of London, the Royal Veterinary College, SOAS, St George's Medical School, St Mary's University and UCL. There is additional provision for the School of Advanced Study, the Institute of Cancer Research, Glasgow Caledonian University London and QA Higher Education. All the institutional services are closely aligned to the learning and teaching, student experience, employability and enterprise strategies of the institutions that they serve.

The Group HQ is at Senate House and contains the Director's office and a small central team which supports the institutional services by coordinating recruitment and resourcing, providing training and professional development, supporting research and evidence-based practice, overseeing the creation and curation of shared resources, and undertaking special projects on behalf of member services and the Group as a whole. Senate House is also the base for the Head of College Careers Services for the smaller specialist institutes of the university.

The group has over 210 staff and serves a population well in excess of 150,000 students, researchers and graduates.

An overview of The Professional Development Unit

The Careers Group's Professional Development Unit (PDU) is responsible for coordinating the learning and development activities of staff across The Careers Group. This includes overseeing the induction of new staff, the development and delivery of a comprehensive programme of training events each year, and managing the enrolment and progression of careers consultants in one of two relevant professional qualifications that they are required to obtain if not already qualified when recruited.

The annual training programme covers a wide range of development topics relating to the work of employability professionals within the higher education context, and is regularly reviewed to ensure that it meets the needs of our staff as they navigate a rapidly changing higher education environment.

The PDU is distinctive in its role and remit as it must cater for the needs of our staff who are working in a range of employability roles across sixteen different universities across London. More importantly, some of these staff are employed directly by the University of London (our careers consultants and Heads or Deputy Heads of Careers Service) whilst others are employed by the institution in which the careers team are working. This means that the PDU team must understand the different contexts in which their colleagues work and recognise the way in which activities organised or overseen by the PDU must interface with any professional development activities managed locally by member institutions.

Another distinctive feature is that the majority of our in-house training programme is delivered by our own staff as part of the sharing of experience and best practice as well as ongoing CPD for our trainers. The management of this model requires the PDU to ensure that staff across the Group are enthused and supported to deliver our programme, working in collaboration with line managers in member Services.

JOB SPECIFICATION

As at

Feb 2017

Grade	Level 7	Post Number	TBC
Name of Incumbent	n/a	Section	The Careers Group
Job Title	Professional Development Manager		
Job Summary	<p>The purpose of the post is to support the mission of The Careers Group (TCG) by:</p> <ul style="list-style-type: none"> • Developing a long-term strategy for professional development within TCG to ensure that we are anticipating professional needs for the HE employability sector and developing our role as practice leaders in the field • Designing, developing, managing and evaluating a suite of professional development activities (from induction onwards) for all staff across TCG to ensure that they are able to perform at the highest levels and become recognised practice leaders in their professional areas • Ensuring that supported professional qualifications continue to meet the needs of the organisation and providing advice and support to careers consultants undertaking qualifications • Liaising with University of London HR to ensure that HR policies are adapted and applied appropriately across TCG • Coordinating and overseeing the activities of the HR administrator • Supporting the Head of Research and Organisational Development in other activities related to professional and organisational development for TCG 		
Working Relationships	<ul style="list-style-type: none"> • The post holder will report to the Head of Research and Organisational Development and will work closely with the Director of TCG and other members of the central team. • They will liaise regularly with heads of service and other line managers within member careers services • They will have line management responsibility for staff within the central team of the Professional Development Unit • They will work closely with staff delivering and undertaking various professional development activities for TCG, coordinating and managing their work • They will liaise closely with the University of London HR/Organisational and Staff Development and other staff development teams • They will liaise with TCG Research Unit to translate research and evidence into up-to-date professional development • They will negotiate with external training and qualification providers to commission and manage the delivery of appropriate training that provides value for money 		

Job Content

Areas of Responsibility

Duties will include:

- Liaising with senior managers and other stakeholders to determine professional development priorities and developing detailed strategic and operating plans for the PDU based on these
- Initiating and coordinating a range of regular staff consultations and development needs analyses to inform future professional development priorities
- Overseeing, coordinating and evaluating the whole range of professional development activities taking place across the Group (including activities delivered through PDU, by cross-Group teams, by University of London staff development and by external providers)
- Managing the design, integration and implementation of TCG's programme of induction and professional development activities for all careers and employability roles across the Group
- Commissioning and coordinating new training in response to developing needs
- Supporting University-employed and locally-employed staff within TCG involved in delivering training and other professional development activities locally and nationally
- Coordinating professional qualifications undertaken by staff, liaising with delivery institutions and supporting staff in the choice of appropriate qualification
- Developing robust methods for evaluating the effectiveness of training and other professional development activities (both internally and externally provided)
- Creating, updating and harmonising policies, procedures regarding professional development within TCG
- Liaising with Organisational and Staff Development over meeting transferable skills development such as management, communication and IT skills.

Management and budgetary responsibilities

- Recruiting and line managing administrative and temporary staff within PDU and HR liaison
- Acting as temporary line manager to new staff during induction until they are allocated to a college service
- Managing the budget of the PDU and supporting the Head of Research & Organisational Development in setting budgetary priorities

Other responsibilities

- To actively follow and promote the University of London policies, including the University's Dignity at Work and Equal Opportunities Policy and actively promote these wherever possible.
- To maintain an awareness and observation of fire and health and safety regulations
- Any other duties consistent with both the grade and scope of the post
- Any other duties reasonably required of the postholder by the reporting manager.

Person Requirements (E = Essential, D = Desirable)

Experience, knowledge and professional skills:

- Understanding/experience of all aspects of professional training and development, induction and CPD (E)
- Experience of creating and organising a diverse programme of events and activities. (E)
- Experience of managing budgets and financial forecasting (E)
- Good knowledge of Microsoft Office especially Excel (E)
- Experience of developing and implementing strategic plans (D)
- Experience of the evaluation of professional development activities (D)
- Experience of coordinating employee-led development and integrating technology into professional development activities (D)
- Experience of managing and supporting the personal and professional development of individuals. (D)
- Experience of working within Higher Education, especially working with careers services and other professional student support services (D)
- Knowledge of marketing and promotion techniques and methodologies (D)

Educational and Professional Qualifications

Education to degree level or an equivalent level of professional experience. (E)

An HR or professional development related qualification / training (D)

Personal Qualities

The ability to communicate and build strong internal and external relationships with a wide range of stakeholders (including senior managers) and to influence and support their decision making (E)

The ability to prioritise and coordinate multiple long-term projects alongside responding to immediate needs and events (E)

The ability to use initiative, make decisions and take responsibility for delivering strategic objectives (E)

The ability to innovate and solve problems (E)

The willingness and ability to learn quickly (especially in relation to the use of technology). (E)

A commitment to quality and strong attention to detail. (E)

Must be enthusiastic and able to relate well to others in an open-plan office. (E)

Any Special Physical Demands of the job

The post holder may occasionally be required to partake in some lifting and carrying of medium heavy loads, after appropriate training and using such special equipment as may be available or which it may otherwise be reasonable for The Careers Group to provide. Inability to undertake the manual lifting or carrying of loads will not prevent an applicant from being considered for this role.

Competencies	Essential	Desirable
Proactivity and planning	C	(C/D)
Working collaboratively with others	C	(C/D)
Organisational commitment	C	
Adapting to Change	C	
Problem solving and decision making	C	
Creativity and innovation	C	(C/D)
Customer focus	D	
Interpersonal understanding	C	D
Striving for excellence	B	C
Self-development and commitment to learning	C	D
Commercial Awareness	A	B
Leadership	A/B	B
Managing Resources	C	
Performance Management	B	C
For further information go to http://www.london.ac.uk/fileadmin/documents/staff/staff_development/Competency_Model_TCG.pdf		

Remuneration and Benefits

Position

Professional Development Manager

Location

Senate House, Malet Street, London, WC1E 7HU.

Hours

35 hours per week, Monday-Friday with a one-hour lunch break. During peak periods, the postholder will be expected to work flexibly to meet the requirements of their role.

Holidays

Annual leave is generous. In addition to the basic leave entitlement of 30 days plus public and bank holidays, there are several University Closure Days around Easter and Christmas (when the central University of London is closed) on which staff do not work. This always includes the time between Christmas and the New Year.

Season ticket loans

Permanent staff may apply for an interest-free loan to cover the cost of an annual standard class travel season ticket between home and work.

Pensions

The University operates occupation pension schemes; the Universities Superannuation Scheme (USS), applicable to staff in academic and related grades, and the Superannuation Arrangements of the University of London (SAUL) for other staff.

Cycle and Computing Scheme

A salary sacrifice scheme is available for computer and technical products on a 12 month repayment plan, which can lead to savings on National Insurance. We also offer a Cycle scheme which offers tax relief.

Courtauld Gallery

Staff are entitled to free entry to the Courtauld Gallery. The Courtauld houses one of the World's finest collections of art, including famous Impressionist and Post-Impressionist masterpieces, and an acclaimed programme of temporary exhibitions.

Eye Examinations

Staff using display screen equipment are entitled to regular eye examinations paid for by the University.

Music Practice rooms

There is a room with a piano at Senate House which can be booked through the conference office.

Senate House Library

Staff may apply for membership of the Senate House Library. The Library constitutes one of the largest humanities and social science-focused libraries in the UK and it includes many collections of national and international importance.

Staff Association

The University of London has a staff association. There are several clubs and societies within the association, including a choir and a wine tasting club.

Staff Development

The Careers Group takes professional development very seriously. The Careers Group has a dedicated Professional Development Unit offering a termly programme of relevant courses. In addition, the University of London Staff Development Unit also runs courses covering IT skills and professional skills such as time management and giving presentations.

Key contact details

	Director of The Careers Group: Dr Bob Gilworth									
	Goldsmiths University	King's College London (King's Careers & Employability)	Queen Mary University of London	Royal Holloway University of London	School of Oriental and African Studies	St Mary's University	City University of London	University College London	Education Consultancy	Research and Organisational Development
Head	Kate Murray	Kate Daubney	Emily Huns	Elizabeth Wilkinson	Philippa Hewett	Magdalen Attwater	Gemma Kenyon	Karen Barnard	Abi Gaston	David Winter
Contact Details	020 7919 7137 careers@gold.ac.uk	020 7848 7134 careers@kcl.ac.uk	020 7882 8533 careers@qmul.ac.uk	01784 443073 careers@royalholloway.ac.uk	020 7898 4115 careers@soas.ac.uk	020 8240 4000 careers@stmarys.ac.uk	020 7040 8093 careers@city.ac.uk	020 3549 5900 careers@ucl.ac.uk	Abi.Gaston@careers.lon.ac.uk	David.winter@careers.lon.ac.uk