

## **Team Manager (2 roles) – Queen Mary, University of London**

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Thank you for your interest in the position of **Careers Consultant Team Manager at The Careers Group – Queen Mary, University of London**. There are two positions available, one fixed term and one permanent, so you may want to apply for both or just one. This pack contains all the information you will need to apply, apart from the job description that is attached to the job advertisement as a separate document.

If you find any information missing or have any queries about applying, please contact the UoL Recruitment Team on [ulrecruit@london.ac.uk](mailto:ulrecruit@london.ac.uk).

For more information on our activities, you may wish to visit our website <https://london.ac.uk/the-careers-group>, or the Queen Mary Careers and Enterprise site <https://www.qmul.ac.uk/careers/>.

If you would like to have an informal chat about either Team Manager position please contact Abi Gaston, Deputy Head of Careers and Enterprise by email at [a.gaston@qmul.ac.uk](mailto:a.gaston@qmul.ac.uk).

The salary range for this role is AMP level 8, starting at £45,839 per annum, inclusive of London Weighting. Appointments are normally made at the bottom of the pay scale unless you have relevant experience and qualifications. Financial support to obtain the required qualification is part of the package for successful candidates in this category.

This pack contains:

- An overview of The Careers Group
- An overview of Queen Mary, University of London
- The role of the Team Manager
- Professional qualifications
- Additional information

To apply for these positions, please visit [www.london.ac.uk/jobs](http://www.london.ac.uk/jobs) and submit your application online. The deadline for applications is at **23.59 on Sunday 19<sup>th</sup> September 2021**. Please note that there are two separate advertisements for the two roles (fixed term and permanent), so in case you wish to apply for both, please submit your two separate applications at the above link.

We regret that we will be unable to consider late applications. If you are experiencing technical issues when applying, do reach out to the University of London Recruitment Team on [ulrecruit@london.ac.uk](mailto:ulrecruit@london.ac.uk) who will be able to assist you.

Interviews and assessment activities will take place between 27<sup>th</sup> September and 15<sup>th</sup> October. All panel interview and assessment activities will be conducted entirely virtually through a series of online meetings. Please make sure you are available to attend.

Please note that it is rarely possible for us to contact candidates who are not shortlisted, which means that feedback is not usually available at the shortlisting stage of the selection process. Should you wish to receive feedback after your interviews, please contact the University of London Recruitment Team on [ulrecruit@london.ac.uk](mailto:ulrecruit@london.ac.uk) who will be able to send this to you.

The University of London is an equal opportunities employer, and The Careers Group is strongly committed to creating and promoting a diverse and inclusive community of colleagues who champion equality and anti-discrimination. We welcome applications from colleagues committed to helping us achieve and sustain that.



We look forward to receiving your application.

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As the Team Manager role has an element of the Careers Consultant job, you may like to watch our webinar "*Working as a Careers Consultant in The Careers Group, University of London: The Environment, The Organisation, The Job*".

Please click this link to access the webinar:

<https://thecareersgroup.adobeconnect.com/p10n86ctis28/?proto=true>

If you have any technical issues with the webinar recording contact us on [pdu.support@careers.lon.ac.uk](mailto:pdu.support@careers.lon.ac.uk).

## An overview of The Careers Group

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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, King's College London, the London School of Hygiene & Tropical Medicine, Queen Mary University of London, the Royal Veterinary College, SOAS University of London, St George's Medical School, St Mary's University, University of London and UCL. There is additional provision for the School of Advanced Study, the Institute of Cancer Research, technē, the Royal Central School of Speech and Drama and London Arts & Humanities Partnership. 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 has over 250 staff and serves a population well in excess of 150,000 students, researchers and graduates.

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.

In October 2020, The Careers Group began implementation of a new action plan for Equality and Diversity, shaped by external expertise in social justice and anti-racism, and led by the new Director of The Careers Group, Dr Kate Daubney. This plan takes both a collective and individual approach to reviewing learning and practice in equality and diversity, striving to improve our understanding of the differences in and the impacts of lived experience, both across our staff community and among our students and other partners. We are seeking to address structural inequality and obstacles to progression in our organisation through a range of actions including: establishing an internal Advisory Panel of staff to inform the Group's strategic priorities; reviewing our manager progression processes, experiences and data; and embedding approaches to building and maintaining safe spaces for all.

The University of London created a new academic strategy during 2020, which includes the establishment of a new Centre of Excellence for Careers and Employability, which will be one of five new Centres of Excellence in the University. The establishment of the new Centre of Excellence for Careers and Employability will initiate a period of review and reflection for The Careers Group, both senior leadership and colleagues in all member services, to determine how best to use the concept of the Centre and the community of staff to enable services to meet and respond to the swiftly changing landscapes of higher education and work. Part of this review includes developing new approaches to enable The Careers Group, through the senior leadership and staff, to demonstrate our commitment to creating a safe space for all staff and to celebrating and promoting equality and diversity, through our culture, processes and community across all member services.

## **An overview of Queen Mary, University of London**

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Queen Mary University of London is one of the UK's leading research universities, committed to improving social justice and achieving the previously unthinkable. Working at Queen Mary means being part of a unique, world-class global University with a long, proud and distinctive history. Our founding institutions, the London Hospital Medical College, St Bartholomew's Medical College, Westfield College and Queen Mary College, were founded to provide hope and opportunity for the less privileged and otherwise under-represented. Today, we remain true to the vision of our founders by continuing to improve lives locally, nationally and internationally through the seamless combination of our world-leading strengths in education and research. The Queen Mary community – our staff, students and alumni – is the heart and soul of our University. We are proud to provide an inclusive and nurturing environment so that staff and students from all backgrounds can develop, flourish and achieve their full potential

Unlike many other Russell Group universities, we attract a very diverse student population. Of our 25,000+ students, over 30 per cent are from non-EU overseas countries, and 9 per cent are from the EU. Our international students are drawn from over 160 countries. 90 per cent of our home students are from state schools, 59 per cent are Black Asian Minority Ethnic, 42 per cent are the first in their families to go into higher education and over 30 per cent are from households where the household income, as assessed by Student Finance England, is less than £15,000. We attract a lot of local students, owing to our strong relationships with schools in the surrounding boroughs, coupled with a strong reputation for inclusivity. 37 per cent of our students commute to our campuses daily. Our staff body is also diverse and is drawn from over 162 countries. Inclusivity is one of our fundamental core values at Queen Mary: it is intrinsic to who we are. Our diversity of cultures and backgrounds is key to the vibrancy of our community and to the knowledge and ideas we are able to generate and pass on; without that diversity, we would not be who we are. We are extremely proud that we attract such a diverse staff and student body, and are fully committed to providing an environment where everyone is supported to flourish and fulfil their potential, irrespective of their background.

## **The role of the Careers Consultant Team Manager**

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**The Careers Consultant Team Manager's role is 50% management and 50% careers consultant, delivering services to students. The role outlined in these two parts below. Due to the hybrid nature of the role, all candidates will first need to pass the careers consultant recruitment process before proceeding to the team manager stage and should have existing experience as a careers consultant.**

**There are two Team Manager opportunities available:**

- Team Manager (Faculty of Humanities and Social Sciences) – 1 year fixed term contract. *This position is affected by a maternity cover, so please note that the fixed term contract dates given may change should the member of staff on maternity leave exercise their right to return to work earlier, or delay their return to work later than expected.*
- Team Manager (Faculties of Medicine and Dentistry and Science and Engineering) - permanent

### **Team Manager element**

The Team Manager will contribute to the vision, mission and operation of Careers and Enterprise by line managing and leading a team of careers consultants and student employability advisers, supporting them to deliver cohesive and high quality advice and guidance services to students from a particular one or two Faculties. They will liaise with Faculty stakeholders, representing Careers and Enterprise's interests at Faculty level and making careers and employability recommendations to Faculty stakeholders.

The role holder will be line managed by the Deputy Head of Careers. They will work closely with the Deputy Head and other Team Managers to contribute to the effective working of the whole team of Careers Consultants and Student Employability Advisers.

The role holder will play an active role in the Careers and Enterprise management team, improving quality, efficiency and inclusivity across the team. They will also be expected to collaborate with colleagues across The Careers Group on activities that enhance the quality, effectiveness, accessibility and inclusivity of our services and build the professional competence of our staff. They will represent their service, their institution, The Careers Group and the University of London to internal and external stakeholders.

### **Careers Consultant element**

Careers consultants at Queen Mary are part of the [Careers and Enterprise](#) team. The team is comprised of 5 divisions: Employer Engagement, Enterprise, Programmes, Content and Operations, Advice, Guidance and Teaching. Together the team supports students to acquire the skills necessary to choose their future path, find employment and to manage their career successfully, be that as an entrepreneur or employee.

Each Careers consultant works with one or more academic Schools and the role of a careers consultant is to design, coordinate, deliver and evaluate – in close partnership with Careers and Enterprise and School colleagues – a careers education programme for students. This includes teaching inside and outside of the curriculum, one-to-one careers guidance, bringing in alumni to talk to students and developing online written and video resources. Delivery of careers education is online as well as in person, for all elements of one-to-one guidance, group delivery and alumni events. Careers Consultants also help employer engagement staff to connect students with employers and alumni through events, mentoring and internships.

## Professional Qualifications

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Three areas have been identified as crucial parts of a Careers Consultant's work by The Careers Group:

- Up-to-date knowledge of the HE sector, the graduate labour market and employability-related scholarship and research
- One-to-one guidance and coaching skills
- Teaching and group facilitation

The Careers Group differentiates between *supported* and *recognised* professional qualifications. Supported professional qualifications cover all three identified areas to a satisfactory level by including certain modules, TCG pathway. Recognised qualifications may cover these areas partly but not fully.

Careers Consultants, who do not have prior relevant qualification, will be required to undertake one of the supported professional qualifications, to become certified professionals and gain knowledge which will support them directly in their Careers Consultant work.

Careers Consultants who have any of the recognised professional qualifications will not be required to undertake a supported professional qualification but may be required to attend additional training modules to be seen as certified professionals by The Careers Group.

Careers Consultants who have any of the supported qualifications but do not cover all modules in The Careers Group pathway may be required to attend additional training modules.

Appointed Careers Consultants will be required to undertake a professional qualification or additional module(s) after passing their probationary period. They will be fully funded by The Careers Group.

The currently **supported** qualifications are:

- Postgraduate Diploma in Career Guidance and Development, University of Huddersfield (blended online and face-to-face courses, 2 year part-time)  
<https://courses.hud.ac.uk/2021-22/full-time/postgraduate/career-guidance-and-development-postgraduate-diploma>
- Postgraduate Diploma in Career Education, Information and Guidance in Higher Education (PGDip CEIGHE) by AGCAS/Warwick  
<https://warwick.ac.uk/study/cll/courses/professionaldevelopment/careerstudies/ceighe/ceighediploma/>

TCG pathway involves two core modules (Career Development Theories and Challenges of Careers Work in Higher Education) plus

1. Guidance Skills (Advanced),
2. Employability and Career Development Learning
3. Any other two modules of your choice

The currently **recognised** qualifications are:

- PGDipCEIGHE (Post-Graduate Diploma in Careers Education, Information and Guidance in Higher Education) - not following TCG pathway
- Postgraduate Diploma in Careers Coaching by University of East London
- QCG (Qualification in Careers Guidance)
- DipCG (Diploma in Careers Guidance)

- Cert CEIG HE (Certificate in Careers Education, Information and Guidance in Higher Education)
- Dip CEIG HE (Diploma in Careers Education, Information and Guidance in Higher Education)
- MA in Careers Guidance in Higher Education
- S/NVQ Level 4 in Advice and Guidance
- MSc Career Management and Counselling

In addition to sufficient relevant experience (see Senior Careers Consultant Job Specification), candidates must have one of the above qualifications to be considered for a Senior Careers Consultant position.

## **Additional Information**

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### **Position**

Team Manager

### **Location**

Careers Consultants and Management staff are located at all colleges of The Careers Group, University of London. The current vacancy is at Queen Mary Careers and Enterprise, WG3, Queens Building, Mile End Campus, Mile End Road, London E1 4NS, United Kingdom.

### **Annual Leave**

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

### **Flexible working**

The University will give equal consideration, and will not unreasonably refuse, any request made to adapt working patterns and regimes to meet changes in personal and domestic circumstances. In addition, the University shall give reasonable consideration to any request made to vary normal working hours to meet an employee's religious or cultural needs or obligations.

### **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.

The University of London Organisational and Staff Development Unit also runs courses covering IT skills and professional skills such as time management and giving presentations.

### **University of London Employee Benefits**

See more on this in the *UoL Employee Benefits* document that is attached to the job advertisement.