

Associate Director (Careers & Employability) Goldsmiths, University of London / Senior Head of College Careers Service, The Careers Group

Thank you for your interest in the position of the **Associate Director (Careers & Employability) Goldsmiths, University of London / Senior Head of College Careers Service as part of The Careers Group, University of London.**

This role is the strategic and operational lead for Careers and Employability at Goldsmiths, University of London. At Goldsmiths, the role is designated Associate Director (Careers & Employability). It is one of several Associate Director level posts within the senior management team of the Student Experience Directorate. As with the majority of member institutions of the University of London, the Careers and Employability service is part of The Careers Group, University of London. This means that the post is also a Head of College Careers Service within the group and a member of the collective Senior Management Team of the Careers Group.

Heads of College Careers Services are employees of the University of London, but fully deployed to, based at and embedded within, the relevant member institution, in this case, Goldsmiths. All our Heads have dual reporting lines. The post holder will be responsible to the Director of The Careers Group and to the Director of Student Experience at Goldsmiths. Across the UK HE sector, leadership roles in this area have developed as careers and employability have become more and more strategically significant, combining leadership and management of the professional service with the role of principal strategic adviser to the institution on all matters related to careers and employability. This trend is reflected across The Careers Group and in this particular post.

This role is being advertised as a fixed term 1 year position from 1 August 2022.

The salary range for the role is AMP Level 10, currently starting at £69,200 per annum inclusive of London Weighting.

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.

For more information on our activities, you may wish to visit our website at <https://london.ac.uk/the-careers-group> and <http://www.gold.ac.uk/careers/>

This pack contains:

- An overview of The Careers Group and the general expectations of a Head of Service
- Information on Goldsmiths, the Student Experience Directorate and the Goldsmiths Careers Service
- Job Specification, outlining the role in its institutional context
- Remuneration and Benefits

The deadline for applications is **midnight on Tuesday 3 May 2022**. We regret that we will be unable to consider late applications. Please submit a CV and letter of application via the University of London's website here: <https://www.jobs.london.ac.uk/displayjob.aspx?jobid=2061>

Interviews will be conducted on Wednesday 8 June or Thursday 9 June 2022 and may be in person or virtual; candidates will be advised when they are invited to interview. Please make sure you are available to attend.

If you would like to have an informal conversation about the role, please contact Louisa Green at l.green@gold.ac.uk (after 20 April 2022), or Katy Gordon at k.gordon@gold.ac.uk (before 20 April 2022), to arrange time to speak.

Please note that it is rarely possible for us to contact un-shortlisted candidates, 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 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 particularly encourage applications from members of Black, Asian, and Minority Ethnic communities as TCG are committed to diversity and inclusion.

We look forward to receiving your application.

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, King's College London, the London School of Hygiene & Tropical Medicine, Queen Mary University of London, the Royal Veterinary College, SOAS, 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, 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 the University of London Careers Service for the University distance and flexible learning students and the students of the smaller specialist institutes of the university.

In October 2020, The Careers Group began implementation of a new action plan for Equality, Diversity & Inclusion, shaped by external expertise in inclusion, social justice and anti-racism, and led by the 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.

An overview of the role of Head of College Careers Service in the Careers Group

Heads of institutional Careers Services lead the on campus careers services and manage the strategic relationship between the member institution and The Careers Group. In doing this, they oversee both the implementation of a shared service agreement between the University of London and the member institution and the deployment of local resources within the member institution.

Post holders are the strategic and operational leaders of the on campus Careers Service of the member institution, providers of advice to the senior management of the institution on careers and employability matters and full and active members of the collective Senior Management Team (SMT) of The Careers Group.

Post holders will have lines of accountability to designated senior staff within the member institution (in this case, The Director of Student Experience at Goldsmiths) and direct accountability to the Director of The Careers Group, who is the line manager of the post holders as employees of the University of London and members of The Careers Group SMT.

In pursuit of The Careers Group mission and the strategy of the member institution, the post holder is required to optimise the benefits of The Careers Group membership in the development and delivery of on campus careers and employability provision for which they are responsible. Equally, the post holder is required to contribute significantly to The Careers Group thinking on continually enhancing the benefits of membership and contributing to the collective direction of The Careers Group as the largest HE Careers Service in the world. The post holder will make an active contribution to the outward-facing mission of The Careers Group to be thought and practice leaders in HE careers and employability and to translate that into developing their institutional service.

Careers Service teams within The Careers Group are made up of varying proportions of University of London employed staff (Careers Consultants, Senior Careers Consultants, Team Leaders, Deputy Heads and Heads) and staff employed directly by the member institution in key functions such as Information, Employer Engagement, Placements, Enterprise, Skills Awards, Volunteering and Community projects, Data Analysis and service Operations and Administration. All functions are crucial to the success of a modern careers service, all staff are members of The Careers Group and the Head has management responsibility for the whole team (though some line management will be delegated, especially in larger services).

This section of the pack has given a description of the general expectations of a Head of service within the Careers Group. Specifically, this post leads the on campus Careers Service of Goldsmiths, University of London. The following pages provide an overview of Goldsmiths and the Student Experience Directorate. The duties of the role are then set out in that specific institutional context.

Goldsmiths, University of London

Goldsmiths, University of London, is proud of its reputation for innovative and challenging thinking across its wide range of disciplines. One of its major strengths is its inter-disciplinary ethos – the way in which departments, centres and units interrelate to offer new perspectives and insights.

Goldsmiths aims to be a true ‘Learning Organisation’. Staff are encouraged to be ambitious, committed to the learning and development of themselves and others, keen to work across conventional boundaries, and driven by the desire to play their part in the delivery of an excellent student and staff experience.

The Professional Services play a key role in delivering Goldsmiths’ Strategic Plan, which rests upon 4 pillars. Professional Services:

- Support knowledge production through a framework of professional support to the academic departments, enhancing the staff experience and supporting the research endeavours that have impact all over the world
- Enhance the student experience through co-curriculum activities
- Provide direct services that offer e.g. pastoral, wellbeing and financial support
- Help ensure that the Goldsmiths community is well placed to serve and contribute locally to London and across the world, through a communication strategy supported by professionals who can relay the Goldsmiths mission to prospective and current students, our alumni and to prospective staff
- Combine all these activities with a focus on highly effective ways of working, contribute to Goldsmiths’ long-term financial sustainability

Professional Services work collaboratively with each other and with academic colleagues and the Students’ Union to deliver effective systems, processes and staff development opportunities to serve the College to the highest professional standards and ensure it has the support structures and systems in place to thrive in an increasingly challenging sector and a troubled global financial climate.

Student Experience Directorate - Goldsmiths, University of London

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 and provides services across the student and academic lifecycle from application to graduation and covering everything from wellbeing services to ensuring new programmes are set up correctly.

The Directorate is at the centre of a transformation programme as we seek to make services which underpin our student experience more efficient and effective. Over the next year, we will reconfigure the ways we work, reducing silos, making better use of systems and improving compliance with regulations, policies and processes.

The Careers Service - Goldsmiths, University of London

GOLDSMITHS CAREERS SERVICE ORGANISATION CHART

Associate Director (Careers and Employability)

1FTE

Deputy Head of Careers

1 FTE (temp filled by 0.6 FTE Team Leader (Advice & Guidance) and 0.4 FTE Employability Education Lead, both until 23/12/22)

Careers Advice & Guidance Team (5.6 FTE)	Information & Operations Team (3 FTE)	Employer Engagement & Work Experience Team (6 FTE)		Student Enterprise and Skills Team (3 FTE)
Careers Consultants (Schools) 3.0 FTE on academic depts 0.2 FTE on enterprise	Careers Information & Data Manager 1FTE	Emp Engagement & Work Experience Manager 1FTE		Student Enterprise & Skills Manager 1FTE
Careers Consultant (Graduate Coach) 0.8FTE	Careers Information & Data Coordinator 1FTE	Employer Engagement Coordinators 2FTE	Senior Employer & Placements Coordinator 1FTE	Gold Award Coordinator 1 FTE
Careers Consultant (Pre-entry / widening participation) 0.8 FTE			Work Placement Coordinators 2 FTE	Volunteering & Enterprise Coordinator 1 FTE
CV Advisers 3 x PhD students 0.8 FTE	Careers Service Assistant 1FTE			
2FTE x Graduate Assistants (til June 2022)	Ad Hoc Student Helpers			0.4FTE Gold Award Student Ambassador (til June 2022)

The Careers Service is the area of the institution responsible for working with students and colleagues across Goldsmiths to deliver the institutional Employability Strategy 2020-23. 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, through a team of c 20 FTE staff:

- Careers Guidance, Information and Consultancy
- Work Placements & Internships (including Goldsmiths Mentoring Scheme)
- 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 considering 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 senior management is very supportive of the department's work. Core priorities for the Careers 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 enterprise activities, devising targeted support for under-represented groups to succeed and providing an institutional lead on embedding employability within the curriculum.

In 2022, Goldsmiths is undertaking a Comprehensive Curriculum Review of all its programmes, and careers, employability & enterprise is integral to this review. There is potential for a significant increase in accredited careers and employability provision in coming years, building on the new Elements tool developed by the Careers Service to map existing in-curriculum employability experiences. These developments will be integral to the new Connected Curriculum, which will be part of all undergraduate students' degree programmes in 1st and 2nd year. The emphasis is on ensuring all students expand, reflect on and value their careers and employability attributes and experiences alongside 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 based learning experiences have been shown to have a significant effect on graduate outcomes and can also enhance the quality of students' learning experience. The Careers team also recently launched the college-wide Student Enterprise Offer, building on the expansion in enterprise support of recent years. The team has also recently taken over responsibility for the college-wide Student Ambassador programme, which offers in-house, short term work opportunities to students across academic and professional services departments.

Impact measurement and data analysis is an expanding area of activity within the Careers team, leading to more informed discussions and planning with academic departments on an annual basis, as understanding of the relevant data sets increases. The Careers team has also worked together to create a Race Equality Acton Plan, to tackle barriers to realising the full potential of staff and students.

Remuneration and Benefits

Location

Heads of College Careers Service are located at all colleges of The Careers Group, University of London. The current vacancy is at Goldsmiths, University of London, located at 8 Lewisham Way, New Cross, London SE14 6NW.

Hours

35 hours per week, Monday-Friday with a one-hour unpaid lunch break. AMP staff may, however, be required to work before or after their standard hours. Where members of staff need to work before or after normal hours no extra payment is generally allowed.

Salary

The salary range for roles at this level starts at £69,200.

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 to support the University of London's Strategic Plan for 2020-2025, covering a range of areas including Masterclass Leader Talk sessions, Certificate Programmes, as well as over 28 face to face workshops and 45 online interactive learning sessions.

University of London Employee Benefits

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