

## **CAREERS CONSULTANT & SENIOR CAREERS CONSULTANT**

Thank you for your interest in the position of Careers Consultant at The Careers Group, University of London. This pack contains all the information you will need to apply for the roles at the School of Economics and Finance (Queen Mary University of London) and King's Business School (King's College London). 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, please visit our website [www.thecareersgroup.co.uk](http://www.thecareersgroup.co.uk).

The salary range for this role is AMP level 7, currently £35,807 to £43,179 per annum, inclusive of London Weighting. Please note that starting salary offers for successful candidates without a professional careers guidance qualification which is recognised by The Careers Group will be at the lower end of the scale. Financial support to obtain the required qualification is part of the package for successful candidates in this category.

Candidates with a recognised careers guidance qualification and substantial experience of higher education careers work may be eligible for early assessment against our criteria for progression to AMPL level 8, currently £44,363 to £52,247 inclusive of London Weighting, together with designation as a Senior Careers Consultant. In exceptional cases, direct entry at Senior Careers Consultant may be offered.

This pack contains:

- An overview of The Careers Group
- Role details for King's Business School
- Role details for Queen Mary School of Economics and Finance
- General Careers Consultant and Senior Careers Consultant Job Specifications
- Details of professional qualifications
- Remuneration and Benefits

To apply for this position, please visit [www.london.ac.uk/jobs](http://www.london.ac.uk/jobs). The deadline for applications is at **midnight on Sunday 17 February 2019**.

Please note that the selection process will have the following stages:

- Telephone interview – 26 February – 1 March 2019
- Panel interview and selection exercises – 8-12 March 2019
- Assessment day and panel interview in Senate House – 19-22 March 2019
- Interview with King's Business School and QMUL School of Economics and Finance stakeholders - w/c 25 March 2019

We look forward to receiving your application.

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



The Careers Group, University of London is inviting everyone who's interested in joining our team as a Careers Consultant 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/>

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).

## Careers Consultant for the King's Business School at King's College London

Have you got

- a background in the business, finance or consulting sectors (including recruitment experience in, or for, these sectors)
- experience of working in a university business or management school
- experience of supporting the career development of business/finance/management/ economics students?

This role in King's Careers & Employability will focus entirely on postgraduate students on non-finance programmes in the King's Business School (including but not limited to, MSc Digital Marketing, MSc Human Resource Management and Organisational Analysis, MSc International Marketing, MSc Public Policy and Management and MSc Strategic Entrepreneurship and Innovation). You will work with academics, employers, alumni and student societies to develop and deliver a service that enables students to manage their career both in the UK and internationally. You will use data and analysis to inform future strategy for careers provision and represent the careers agenda on committees and in senior stakeholder meetings.

- The post will involve a hands-on approach to several strategic initiatives that KBS is developing. These include: Developing a long-term strategic approach to careers support for students on KBS Post-Graduate Taught (PGT) programmes. Specifically, this post will focus on supporting PGT programmes in Human Resource Management; Marketing; Strategic Entrepreneurship and Public Policy.
- Ensuring that Careers and Employability are at the heart of these programmes; supporting the academic programme leads to embed Career support and Professional Development within their programmes; proposing and contributing innovative solutions to bring Career Support and Professional Development to life for the students of these programmes; where necessary, contributing to the strategic reviews of programme content.
- Ability to scan the horizon for market-leading practice at peer schools, and propose developments and innovations for KBS. As a business school that is in the process of entering global rankings, KBS must remain current and competitive in its offer.
- Working with the existing KBS UG and PGT Careers Consultants, Employer Relations and Development Adviser, and Global Placements Officer as well as the wider KBS External Engagement team to develop and deliver a cohesive and distinctive portfolio of Career Support and Professional Development activities for KBS PGT students.
- Delivering an exceptional level of customer service while managing multiple internal, and potentially external, stakeholders.
- Working with all colleagues within the KBS External Engagement team to deliver this high level of service.

Please see the full job description for further details. More information about King's Business School can be found at [www.kcl.ac.uk/business](http://www.kcl.ac.uk/business). The roleholder will be based at the King's Business School and King's Careers & Employability at Bush House and the Strand campus, in the Strand/Aldwych area of central London. Details of King's Careers & Employability can be found at [www.kcl.ac.uk/campuslife/services/careers](http://www.kcl.ac.uk/campuslife/services/careers).

## **Careers Consultant for the School of Economics & Finance, Queen Mary University of London**

Queen Mary University of London is one of the UK's leading research universities, committed to improving social justice and achieving the previously unthinkable. A Russell Group university based in East London, Queen Mary's academic staff teach across the full disciplinary spectrum. With staff and students from over 160 nationalities, the University is one of the most diverse higher education institutions in the world.

QMUL's School of Economics and Finance is a recognised centre of excellence in both research and teaching. Academic staff are experts in their fields, and their research has impact on policy-making and the public debate. The School offers a range of undergraduate degrees, which are regularly ranked at the top of UK league tables. Graduate education in the School is organised around several Masters programmes and a structured doctoral programme. The student and staff community is diverse and vibrant. The School has recently moved into QMUL's flagship Graduate Centre.

We are seeking a careers consultant with a background related to the Economics and Finance disciplines – either through academic study and/or work history – to work with our postgraduate and undergraduate Economics & Finance students. The postholder will join an established team of careers consultants and employer engagement staff supporting the School, line managed through Queen Mary Careers & Enterprise (C&E) Team and co-located in the School and C&E.

The role of the careers consultant will be to design, coordinate, deliver and evaluate – in close partnership with C&E and School colleagues – a career development programme for Economics and Finance students. This includes one-to-one careers coaching, delivering training outside the curriculum, and teaching in the curriculum. The postholder will also help employer engagement staff to connect students with employers and alumni through events, mentoring and internships.

You can find out more about Queen Mary Careers and Enterprise at [www.careers.qmul.ac.uk](http://www.careers.qmul.ac.uk). You can find out more about Queen Mary's School of Economics and Finance at [www.econ.qmul.ac.uk](http://www.econ.qmul.ac.uk).

As well as being an integrated member of Queen Mary C&E and School of Economics & Finance teams, the postholder will benefit from being part of The Careers Group network of careers professionals. All careers consultants at the University of London colleges are employed and trained by The Careers Group. The essential job criteria for this position are outlined in the accompanying careers consultant job profile for The Careers Group.

## **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, 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, technē and University of London Worldwide. 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 260 staff and serves a population well in excess of 150,000 students, researchers and graduates.

**Job Specification**

As at

August 2018

- |          |                    |   |         |                   |
|----------|--------------------|---|---------|-------------------|
| <b>A</b> | <b>Grade</b>       | AMP Level 7<br>(or 8 if you qualify for our Senior Careers Consultant level – please see separate job specification for this role)  | Section | The Careers Group |
| <b>B</b> | <b>Job Title</b>   | Careers Consultant  |         |                   |
| <b>C</b> | <b>Job Summary</b> | <p>To work with academic and other staff within our member institutions to design and deliver effective careers education, information, advice, guidance and other support, helping clients* to acquire the skills and resources necessary to plan and manage their careers and to secure appropriate employment or further study.</p> <p>To collaborate with colleagues across The Careers Group on activities that enhance the quality and effectiveness of our services and build the professional competence of our staff.</p> <p>To represent their service, their institution, The Careers Group and the University of London to internal and external stakeholders.</p> <p>Part-time and job-share accepted.</p> <p>*this may include any or all of current undergraduate and postgraduate students, recent graduates, pre-entry students, post-doctoral students, early career researchers and other staff of the institution</p> |         |                   |

**D Content**

**The balance of activities below will vary depending on your allocation to a particular member service. Some roles will involve working with particular groups of clients or on special employability-related projects.**

- 1 To develop clients' careers management skills through designing and delivering career development learning activities, such as teaching credit-bearing employability modules, interactive group work, experiential learning, presentations, and online and blended learning. These can be embedded within (or linked to) a specific academic departmental curriculum or through open activities for clients across member institution.
- 2 To develop and maintain strategic relationships with colleagues, academic staff, administrative staff and other stakeholders within and outside member institutions in order to identify, develop and embed appropriate employability support within departments.
- 3 To conduct a range of short and long guidance/coaching interactions to support clients with all aspects of career decision making and career development.
- 4 To gather, analyse and use research and data on clients' career development needs and employment destinations in order to identify and prioritise the most effective career development activities.
- 5 To develop and maintain an understanding of the specific career development needs of clients based on background, stage of study, subject of study, etc.

- 6 To maintain an up-to-date understanding of recruitment practices in order to provide clients with feedback, coaching and support in preparing for applications, interviews and other selection methods.
- 7 To develop and maintain appropriate professional knowledge and awareness of the graduate labour market, developments within the HE sector and employability related scholarship by conducting research and engaging actively with employers and professional organisations
- 8 To undertake on-going professional development activities to improve professional knowledge and performance, and, where appropriate, to develop areas of specialist knowledge and expertise for the benefit of your service and the Group as a whole.
- 9 To keep abreast of the aims and objectives of national bodies concerned with careers work, such as the sector skills councils, professional bodies and, in particular, the Association of Graduate Careers Advisory Services (AGCAS), the Institute for Student Employers (ISE), and whenever appropriate and with the approval of the Head of Careers Service, take an active part in their activities.
- 10 To undertake collaborative projects to create products and services that enhance career management skills and help clients obtain opportunities, e.g. creation of web content, delivery of virtual learning resources.
- 11 To co-operate and collaborate in order to maximise the efficiency and contribute to the development of The Careers Group and the way in which it delivers its service to its client groups. To attend and play a full part in all The Careers Group meetings as appropriate.
- 12 To project, with all internal and external stakeholders, the aims and the objectives of The Careers Group.
- 13 To agree and meet targets and to monitor impact of your work.
- 14 To be computer literate and able to engage in technological innovation.
- 15 To undertake any other activities as may be required by the designated Head of Careers Service or the Director.

## **E Person Requirements**

### **1. Previous Experience**

- 1.1 Substantive work experience at a graduate-level, sufficient to provide direct experience of career management and career development issues relevant to our clients (E)

### **2. Technical Knowledge and Skills (E)**

- 2.1 A demonstrable understanding of the structure, mission, aims and activities of TCG and its constituent member services
- 2.2 The ability to communicate clearly and appropriately with a range of audiences in a variety of different situations
- 2.3 The high-level professional and interpersonal skills required to build successful working alliances

- 2.4 The ability to use qualitative and quantitative information to critically evaluate, demonstrate and improve the effectiveness of activities
- 2.5 The ability to think independently and respond appropriately to the demands of the situation
- 2.6 The ability to plan, prioritise and implement long-term projects and regular tasks as part of a busy workload
- 2.7 The ability to identify personal strengths and weaknesses, and a willingness to develop, adapt and learn
- 2.8 The ability to maintain motivation and resilience in demanding situations
- 2.9 The willingness and ability to seek new and better ways to deliver an excellent service, including the willingness to embrace technological developments

### **3. Educational Requirements**

- 3.1 University degree or equivalent level qualification (E)
- 3.2 GCSE English Language and Mathematics (grade C) or alternative evidence of numeracy and literacy (E)
- 3.3 A relevant professional qualification in careers and employability (we welcome candidates without a qualification but expect them to commit to acquiring an approved qualification once employed) (D)

### **4. Special Demands**

- 4.1 Careers Consultants are expected to be willing to work at any member careers service that is part of The Careers Group and may be asked (with notice) to change their working location to meet organisational needs (E)
- 4.2 The job as currently constituted, may require 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

<b>Competencies</b>	Essential	Desirable
Proactivity and planning	C	
Working collaboratively with others	B	C
Organisational commitment	B	C
Resilience	B	
Problem solving and decision making	B	C
Creativity and innovation	B	C
Customer focus	C	D
Interpersonal understanding	C	D
Striving for excellence	B	
Self-development and commitment to learning	C	D
Adapting to change	B	
Managing Resources	A	
Leadership	N/A	
Performance Management	N/A	
<p>Please see the University of London Competency Model here:  <a href="https://london.ac.uk/sites/default/files/governance/Universtiy-of-london-Competency-Model.pdf">https://london.ac.uk/sites/default/files/governance/Universtiy-of-london-Competency-Model.pdf</a></p>		

## Job Specification

As at August 2018

**A Grade** AMP Level 8 **Section** The Careers Group

**B Job Title** Senior Careers Consultant

**C Job Summary** Senior Careers Consultants (SCC) play an integral part to furthering the Mission of The Careers Group (TCG) to enable our services to be the best they can be in their context and to establish TCG as thought and practice leaders in the field of higher education (HE) careers and employability.

SCCs are expected to undertake all the activities of a Careers Consultant at a consistently high level, with a greater breadth and depth of professional expertise. This involves being able to deal flexibly and confidently with a wide range of clients\* and highly complex, challenging and novel situations with minimal supervision and support.

SCCs are also expected to engage actively with the strategic development of their service and The Careers Group (TCG) as a whole. This involves developing a depth of professional expertise in certain aspects of our work (practice leadership) in order to take a leading role in:

- evaluating and improving the quality and effectiveness of our activities
- contributing to the professional development of colleagues across TCG
- developing innovative approaches that enable us to respond to new opportunities and challenges
- enhancing the reputation of their service and TCG through proactive engagement with internal and external stakeholders

Part-time and job-share accepted.

\*this may include any or all of current undergraduate and postgraduate students, recent graduates, pre-entry students, post-doctoral students, early career researchers and other staff of the institution

**D Content**

***The balance of activities below will vary depending on your allocation to a particular member service and on the particular area(s) of practice leadership you develop. Some roles will involve working with particular groups of clients or on special employability-related projects.***

- 1 To use an in-depth understanding of career management skills and career development teaching and learning to enhance the effectiveness of careers and employability education within and outside the curriculum using multiple and innovative delivery methods, such as teaching credit-bearing employability modules, interactive group work, experiential learning, presentations, and online and blended learning.
- 2 To establish credibility and trust with academic departments and other stakeholders in order to provide expert, evidence-based advice and consultancy on how best to address the career development needs of clients and then to deliver appropriate support

- 3 To develop the expertise required to deal with the most complex and challenging guidance/coaching interactions on all aspects of career decision making and career development
- 4 To undertake research and to analyse, synthesise, interpret and present data on clients' career development, destinations, institutional employability performance indicators in order to develop strategic targets for careers and employability delivery and to evaluate the impact and effectiveness of activities
- 5 To undertake proactive and critically reflective self-development through training, self-directed research and seeking out stretching developmental opportunities
- 6 To maintain an active awareness of current developments in relevant areas of professional practice across the sector in order to facilitate the evaluation and quality enhancement of services within TCG
- 7 To actively support the professional development of other staff by delivering formal training and by providing both formal and informal mentoring and coaching, especially in identified areas of professional expertise
- 8 To develop and maintain professional networks within and beyond TCG and to play an active role in informing policy and in identifying and promoting best practice across the Group and the sector
- 9 To identify opportunities for enhancing the scope and impact of our work and to present persuasive proposals for sustainable innovative activities at a departmental, institutional or Group level
- 10 To take the lead on special projects within your service and across the Group
- 11 To be fully engaged in evaluating and using technological innovations to enhance the delivery of career services
- 12 To undertake any other activities as may be required by the designated Head of Careers Service or the Director

## **E Person Requirements**

### **1. Previous Experience**

- 1.1 Substantive experience within Higher Education careers and employability sufficient to develop expertise in all our major practice areas and exposure to a wide range of clients (E)
- 1.2 Substantive work experience in graduate-level roles outside the careers guidance profession (D)

### **2. Technical Knowledge and Skills (E)**

- 2.1 A comprehensive understanding of the structure, mission, aims and activities of TCG and its constituent member services
- 2.2 The ability to communicate clearly and appropriately with a range of audiences in a variety of different situations
- 2.3 The high-level professional and interpersonal skills required to build successful working alliances

- 2.4 The ability to use qualitative and quantitative information to critically evaluate, demonstrate and improve the effectiveness of activities
- 2.5 The ability to think independently and respond appropriately to the demands of the situation
- 2.6 The ability to plan, prioritise and implement long-term projects and regular tasks as part of a busy workload
- 2.7 The ability to identify personal strengths and weaknesses, and a willingness to develop, adapt and learn
- 2.8 The ability to maintain motivation and resilience in demanding situations
- 2.9 The willingness and ability to seek new and better ways to deliver an excellent service, including the willingness to embrace technological developments
- 2.10 The willingness and ability to take a lead in supporting the development of others
- 2.11 The willingness ability to take responsibility for quality assurance and enhancement of particular aspects of our practice
- 2.13 The willingness and ability to build the profile and reputation of your service and TCG with internal and external stakeholders
- 2.14 The willingness and ability to engage with the wider strategic needs and priorities of your service and TCG by demonstrating flexibility and proactivity

### **3. Educational Requirements (E)**

- 3.1 A relevant professional qualification in careers and employability
- 3.2 University degree or equivalent level qualification
- 3.3 GCSE English Language and Mathematics (grade C) or alternative evidence of numeracy and literacy

### **4. Special Demands**

- 4.1 Careers Consultants are expected to be willing to work at any member careers service that is part of The Careers Group and may be asked (with notice) to change their working location to meet organisational needs (E)
- 4.2 The job as currently constituted, may require 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

<b>Competencies</b>	Essential	Desirable
Proactivity and planning	C	
Working collaboratively with others	C	D
Organisational commitment	C	D
Resilience	C	
Problem solving and decision making	C	
Creativity and innovation	C	D
Customer focus	D	
Interpersonal understanding	C	D
Striving for excellence	C	
Self-development and commitment to learning	C	D
Adapting to change	C	
Managing Resources	A	B
Leadership	C	
Performance Management	N/A	
<p>Please see the University of London Competency Model here:  <a href="https://london.ac.uk/sites/default/files/governance/Universtiy-of-london-Competency-Model.pdf">https://london.ac.uk/sites/default/files/governance/Universtiy-of-london-Competency-Model.pdf</a></p>		

## Professional qualifications

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 Education, Information and Guidance in Higher Education (PGDipCEIGHE) by AGCAS/Warwick
- TCG pathway involves the core modules and
- Guidance Skills (Advanced),
- Employability and Career Development Learning,
- Any other two modules

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.

## Remuneration and Benefits

### Position

Careers Consultant, Senior Careers Consultant

### Location

Senate House, Malet Street, London, WC1E 7HU. Careers Consultants and Senior Careers Consultants are required to be willing to work at any member college careers service.

### 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. We also offer a Cycle scheme that offers Tax and National Insurance savings.

### 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.