

## Head of SOAS Careers Service

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Thank you for your interest in the role of **Head of SOAS Careers Service**. This role is employed by the University of London on behalf of its federal member, SOAS, University of London to lead and manage SOAS Careers. [SOAS Careers](#) is a member of [The Careers Group](#); The Careers Group is the federation of careers services of many of the University of London's member institutions.

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](mailto:ulrecruit@london.ac.uk).

This job pack contains:

- A profile of SOAS Careers
- Head of SOAS Careers Job Description and Person Specification
- An overview of The Careers Group
- Remuneration and Benefits

If you are interested in applying for this role, you are strongly encouraged to contact the Director of The Careers Group, Dr Kate Daubney, who is line manager of this role, for an informal discussion before applying; you can email her at [kate.daubney@careers.lon.ac.uk](mailto:kate.daubney@careers.lon.ac.uk).

Candidates should apply with a CV and Cover Letter that demonstrates their interest and suitability for the role. Applications should be made via the University of London website at [www.london.ac.uk/jobs](http://www.london.ac.uk/jobs).

The deadline for applications is at midnight on **Tuesday 27<sup>th</sup> September 2022**.

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

The interview process will involve a panel interview and an opportunity to interact with the SOAS Careers team. This will take place on **Wednesday 19<sup>th</sup> October 2022**. Candidates should make sure that they are available for that date. All interview activities will be conducted in person at SOAS in Bloomsbury, London. Invitations to interview will be sent to candidates in the **week commencing 3<sup>rd</sup> October 2022**.

Please note that it is rarely possible for us to contact unshortlisted candidates, which means that feedback is not usually available at the shortlisting stage of the selection process.

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.

## SOAS Careers

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SOAS is a remarkable institution. With our vast repository of knowledge and expertise on our specialist regions, we are uniquely placed to inform and shape current thinking about the economic, political, cultural, security and religious challenges of our world. Our programmes are taught by respected academics engaged in fieldwork and research which influences government policy and the lives of individuals across the globe.

SOAS Careers is part of the Student Services Directorate, reporting to the Academic Registrar who is also the Director of Student Services.

The Careers team includes colleagues working on Employer Engagement (including Internships), Content and Operations, and Advice & Guidance. Together the team supports students to acquire the skills necessary to choose their future path, find employment and to manage their career successfully. Unusually in the UK, SOAS also supports graduates with career guidance for life, and we work closely with the SOAS Alumni team to ensure that SOAS graduates recognise the positive outcomes that other graduates have had. In addition, because so many of our Early Career Researchers are SOAS alumni, we run a programme of activities dedicated to supporting their career management.

There are around 5,000 on-campus SOAS students, and almost as many Distance Learning students. All the Distance Learning students are studying at Masters level. The on-campus students are split approximately 50:50 between Undergraduate and Postgraduate study: we have a Doctoral School of approximately 800 doctoral researchers. SOAS students are split approximately 50:50 between UK and International students.

SOAS celebrated its centenary in 2016, and under our new Director, Adam Habib, SOAS is currently constructing a new high-level strategy to take us forward into the next period of our history. We are also in the process of constructing a new Teaching and Learning strategy, which has a strong focus on SOAS graduates being equipped to make a difference in the world once they graduate. This will lead in to the construction of a refreshed SOAS Careers strategy, which was last updated in 2017.

In May 2021, the Teaching, Learning and Student Outcomes Committee agreed that every programme of study should have a work-related learning element to it, and also approved an agreed set of SOAS Graduate Attributes which will be mapped to all courses. This creates two significant areas of institutional strategic leadership which sit with the Head of Careers and SOAS Careers to operationalise. Firstly, The SOAS vision says a SOAS graduate is able to challenge and interpret the world<sup>1</sup>, change and impact the world<sup>2</sup>, connect communities and cultures<sup>3</sup>. The SOAS Graduate Attributes therefore define a SOAS graduate as:

- A skilled communicator
- An experienced collaborator
- A subject specialist
- A problem solver
- A critical thinker
- Digitally capable

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1 SOAS develops high quality graduates and postgraduates and researchers who understand and engage with the world and the regions in which we specialise. Graduates have the ability to think differently and in-depth about issues, engaging with different traditions of thought and in multi-disciplinary study, recognising that most world problems are not single disciplinary in nature. Graduates should not only be able to interpret and challenge world problems, but also develop solutions to meet them.

2 SOAS graduates will have the skills and experience to enable them to make an impact in their lives and make a difference to their communities and the world. This includes an appreciation of the importance of learning and reflection for developing their understanding of the world and their place within it.

3 SOAS graduates are able to think globally about issues, to question and challenge in an effective and ethical manner; behave ethically and sustainably in their professional and personal lives.

- Reflective and self-aware
- Personally and intellectually autonomous
- Globally engaged and culturally aware

In collaboration with the Academic Development team, and as part of the Student Experience and Outcomes Committee working group on employability, SOAS Careers will work towards embedding the Attributes and work-related learning into the curriculum over the coming academic year (2022-23), building on the Partnership agreement approach SOAS Careers already successfully conducts with all Academic departments.

SOAS Careers was a founder member of [the HEFCE Learning Gain project led by The Careers Group](#), which implemented and analysed the learning gain from Careers Registration. SOAS Careers has continued to develop our Careers Registration work since the project closed, and it is one of SOAS's success stories. Between 95% and 100% of all students at all levels voluntarily complete a short survey at enrolment that establishes their stage of career thinking, sector interest, work experience and experience of careers guidance before attending SOAS. In 2018 and 2019 we established the 'Golden Thread' that linked advanced career thinking to a graduate-level job, by mapping the finalists' data to the Destinations survey outcomes. We have carried out the same mapping exercise with the new Graduate Outcomes Survey results, with more nuanced results, but which still show a strong link between thinking stage and eventual outcome. This means SOAS Careers can plan its work in partnership with academic departments to support students to develop their career thinking, in the knowledge that this is likely to have a positive impact on their eventual employment outcome. We were one of the first UK HEIs to establish this level of leading indicator, and it has transformed our work from being focussed solely on the Graduate Outcomes data to being able to focus on the career needs of the current cohorts of students. All our bespoke departmental events are planned at the start of the year to cater for the career thinking of the current cohort of students. All our 'open' events, with employers, alumni or careers practitioners, are tagged with the thinking stage they are likely to benefit most, although all events are promoted to be accessible to anyone whose career thinking stage may have changed. Attendance has been good, even over the last years of hybrid working when we were running these events virtually, and student feedback has also been really positive, so we plan to continue these events over the next academic year.

SOAS Careers is committed to creating and maintaining a safe space for all staff, students, partners and stakeholders, and to ensuring and actively promoting equality, diversity and inclusion for all. The team is currently developing a series of workshops to support under-represented students, which was informed by our SOAS-wide EDI survey, undertaken in collaboration with the Student Advice & Wellbeing team. Each team member is expected to have an EDI objective for the coming year. The Head of Service is responsible for ensuring this work aligns and optimises equality and diversity priorities of both SOAS and the University of London in the careers service. In 2021-22 we built on initiatives which identified under-represented students at a potential disadvantage and ways to support them, for example the Ebony Initiative, The BAME Mentoring scheme and our work with employers to establish their diversity and inclusion data and practices.

SOAS Careers is an integral part of the TCG Matrix Quality accreditation and in addition was awarded the AGCAS Quality Standard in January 2021.

## Head of SOAS Careers: Role Profile

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### **Context: SOAS**

The Head of SOAS Careers has overall responsibility for the strategic and operational running of the SOAS Careers service, its institutional and international reputation, and its relationship with all stakeholders, including students, employers, alumni and donors, academic and professional services staff, and senior management. The SOAS institutional Careers strategy was last updated as part of a SOAS-wide consultation process in 2017. It is planned to refresh this over the academic year 2022-23 to ensure that the service's work dovetails neatly with the School's new overall strategy and the Learning and Teaching strategy.

The Head of Service is expected to act as a consultant to the institution on careers and employability-related issues, including strategy and the interpretation of relevant datasets, and they contribute to the delivery of the Learning & Teaching strategy at both an institutional level and through the service's partnerships with faculties and academic departments. The Head of Service is required to report to senior management on a variety of committees, including the Learning, Teaching and Student Outcomes Committee (TELSOC), the Student Outcomes Committee (SEOC) and the Teaching Excellence and Student Experience Plan committee (TESEP). In addition, the Head leads a Working Group comprised of both academic and professional Services colleagues, which delivers to agreed priorities each year; its 20-21 proposals on Graduate Attributes and work-related learning were approved by TELSOC and the Head will continue to be involved in supporting and enabling academic departments to implement these proposals.

The Head sets the tone for partnership with academic departments, emphasising the use of data in preparing annual action plans to meet the needs of students, setting targets to progress student career thinking, and monitoring outcomes. Partnership working with academic departments is strong at SOAS and the Head is expected to continue to build and sustain these relationships and collaborations.

SOAS Careers' strong international reputation attracts interest from services around the world, as well as interest from suppliers of careers products wishing to innovate in reflection of the service's innovative approaches to careers learning gain and using data to inform practice. Managing these relationships sensitively and effectively, as well as continuing to build the reputation of SOAS, its students and graduates with employers both in the UK and internationally, is a key focus of the role. The Head of SOAS Careers also contributes to college responses to consultations on national issues in which the service has an interest.

SOAS Careers service is delivered by a team whose core objective is to enable SOAS students to develop well-informed plans for the future and the capability to execute those plans in a changing world. It achieves this across core functions of Information, Employer Engagement, Events, Work Experience and the full range of Careers Education and Guidance activities. Through its Careers Education and skills development work, the team also enables SOAS students to be enterprising and will refer potential entrepreneurs for dedicated support with business creation.

### **Context: The Careers Group and the University of London**

The Head of SOAS Careers is a member of the Strategic Leadership Team of The Careers Group. This involves shaping and collaborating on the strategy for staff and service delivery across The Careers Group with the Director of The Careers Group, the Heads of the other Careers Group careers services, and the senior managers of the central team of The Careers Group. This requires collaborative and collective decision-making on shared priorities and projects across The Careers Group, as well as enabling staff in the SOAS Careers team to contribute to and benefit from the wider professional community of The Careers Group. It also includes contributing to the implementation of the action plan for equality and diversity for The Careers Group, and – as with the other senior leaders in the Group – the role-holder will be responsible for actively championing equality and diversity in their team and across the Group as a whole. The Head of SOAS Careers

is also responsible for ensuring that SOAS and the Careers team benefit from the federal partnership with The Careers Group.

Operationally, the Head of SOAS Careers is responsible for implementing and deploying the Annual Subscription Agreement for services provided by The Careers Group (services) and the University of London (staffing) to the benefit of SOAS and SOAS Careers. They liaise with their SOAS stakeholder and other senior colleagues to ensure that the Agreement is appropriate and will be upheld, and with the Director and senior managers of The Careers Group central team to ensure that it delivers what SOAS Careers require to support students.

The [University of London's academic strategy](#) also offers opportunities for SOAS Careers to shape the focus and goals of The Careers Group in supporting and delivering this strategy.

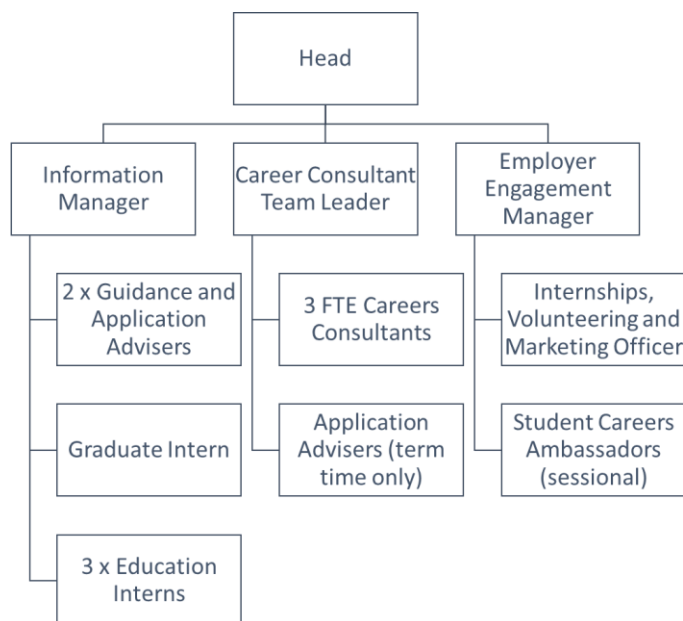
### **Role Description**

The role of Head of SOAS Careers is a high-paced, high pressure, demanding and complex role, due to significant demands on the small Careers team in a highly complex educational institution. The post holder is accountable to two complex institutional ecosystems (SOAS and the University of London) with multiple stakeholders, as well as being highly visible in the external education and employment landscapes. They will need to demonstrate high quality leadership of a strategically-driven team of staff from two employers, creating a cohesive community united around the common purpose of enabling students to achieve their career goals.

The role holder will need to make decisions confidently, particularly under pressure, and be able to reconcile conflicting priorities often to a short deadline. They will need to manage relationships with nuance and sophistication, and enable collaboration with diverse partners. They will often need to innovate approaches to careers and employability education, including student and employer engagement. They will need to write briefings and analysis papers, often at short notice, proposing approaches or interpreting data, and commenting on policy implications. They will also need to demonstrate their commitment and approach to careers and employability strategy, service and delivery which is inclusive by design.

The SOAS team is made up of staff employed directly by SOAS and University of London-employed staff across a range of key functions. All functions are crucial to the success of a modern careers service. All staff are members of and supported by The Careers Group, and the Head has management responsibility for the whole team.

Team Organisation Chart below:



**Key responsibilities:**

1. To act as the lead professional expert on careers and employability matters to the benefit of the whole SOAS community.
2. To lead on devising, implementing and evaluating a service strategy which fits with the goals of SOAS and is aligned with the collective strategy of The Careers Group, University of London. At SOAS this will be strongly influenced by the implementation of the new SOAS-wide strategy and the new Education strategy to support and enable the enhanced employability of graduates. This includes developing and deploying digital education and capability of the service and its staff, ensuring that students and graduates can access and engage in the education and opportunities provided by the service no matter where they are in the world or what time of day they wish to engage with the online and in person resources and support that Careers has to offer.
3. To participate in and report regularly to senior SOAS committees including the Learning, Teaching and Student Outcomes Committee (TELSOC), the Student Outcomes Committee (SEOC) and the Teaching Excellence and Student Experience Plan committee (TESEP) on matters related to careers and employability delivery, relevant datasets, and the enhancement of SOAS graduate employability.
4. To support the Director of Student Services to deliver a high quality student experience by contributing appropriately to collective and collaborative planning and decision-making in the directorate.
5. To work in close partnership with the Heads of Academic Development, Planning, Student Experience, Widening Participation and other Professional and Academic colleagues on relevant collaborative projects.
6. To maintain high quality relationships with the Pro Director for Education, the Pro Director for Research, the Heads of the new College structure and Heads of Academic Departments to ensure that the strategy, delivery and resourcing of SOAS Careers remains strongly aligned to academic strategy and needs. This includes deployment of funds from the Access and Participation Plan, managed via the APP Steering Group, of which Careers is a member.

7. To partner collaboratively with academic Departments and the Academic Development Team in their work to enhance students' employability and graduate outcomes, including through deployment of the Graduate Attributes and Work-Related Learning programmes.
8. To oversee development of clear partnership offerings with internal and external stakeholders such as employers and alumni.
9. To translate institutional strategies and priorities into a clear strategic vision for SOAS Careers team, including through a new SOAS Careers Strategy in 2022/23 and to operationalise that plan through the SOAS Careers team.
10. To take a creative and entrepreneurial approach to securing and deploying new and additional financial resources to support the implementation of the SOAS Careers strategy and generate strategic capability, particularly where traditional income generation streams may be at risk.
11. To oversee the financial management and accountability of the service and to demonstrate a high level of competence and confidence in managing and overseeing financial decision-making and accountability.
12. To take a data-informed approach to ensuring the impact of careers and employability activities, including through setting KPIs that support a culture of high performance and continuous improvement in supporting graduate employability. In particular, to ensure that leading (Careers Registration) current (TargetConnect appointment and event data plus website hits) and lagging (Graduate Outcomes) data are used to plan for deployment of resources best suited to meet the needs of students and graduates, and to review the impact of plans made on the resulting data.
13. To ensure that student voice is taken into account in configuring new and existing resources to generate strategic capability.
14. To lead SOAS Careers through direct and delegated line management to create a safe and inclusive working environment. To support, enable and develop staff including through personal development reviews, as well as steering the wider professional development strategy for the whole service. To recruit or support the recruitment of staff who can contribute directly to the strategic aims of SOAS Careers.
15. To support, enable and implement in SOAS and in The Careers Group, the University of London the commitment to creating a safe space for all staff and students, and to celebrating and promoting equality and diversity through our culture, processes, staffing composition, and community across all member services.
16. To champion and promote staff talent management at SOAS, overseeing the development, design, implementation and evaluation of career development programmes for identified groups of staff or specialisms. To promote a joined-up approach to student and staff people services at SOAS and contribute to a holistic and inclusive institutional culture.
17. To ensure that the collaborative and central benefits of The Careers Group membership are optimised to help the institutional service to be the best it can be in the context of the institution and better for being a member of The Careers Group than it would be if it were not. To articulate clearly the benefits and opportunities of Careers Group membership senior stakeholders at SOAS.
18. To be a full and active member of the collective Group Strategic Leadership Team of The Careers Group, University of London, contributing to collective and collaborative planning and decision making; and to disseminate through SOAS Careers & Employability the developments and benefits of Group decision-making and services, as well as shaping decision-making by the Group Strategic Leadership team from a SOAS perspective.

19. To take the lead on a share of projects and initiatives across The Careers Group (for example acting as Group Senior Leadership Team sponsor for cross group teams and projects or Communities of Expertise).
20. To ensure that the work of the service complies with relevant quality standards including but not necessarily limited to, the AGCAS Quality Standard for SOAS Careers and the Matrix standard via The Careers Group. Deliver on the action plan agreed in the AGCAS Quality Standard in 2021.
21. To represent SOAS and The Careers Group in national networks such as AGCAS.
22. To foster an international outlook in the service team in line with the positioning of SOAS and The Careers Group as global players, and to reflect an understanding of the global employment market in the strategic direction and operational activity of SOAS Careers.
23. Other duties commensurate with the grade of the post as agreed with the SOAS Director of People Services and the Director of the Careers Group.

<b>Person Specification</b>
<p><b><u>EXPERIENCE &amp; PERSONAL QUALITIES</u></b></p> <p><i>Essential:</i></p> <ul style="list-style-type: none"> <li>• Substantive experience working within higher education careers and employability sufficient to provide a detailed understanding of the full range of services and challenges in careers education and employability development.</li> <li>• Substantive experience of leadership and management at a strategic level within higher education, preferably within careers and employability.</li> <li>• Experience of embedding equality, diversity and inclusion, including through approaches to leadership and management.</li> <li>• Commitment to evidence based practice, with the ability to identify, analyse, explain and act upon relevant data.</li> </ul> <p><i>Desirable:</i></p> <ul style="list-style-type: none"> <li>• Professional experience in another sector employing graduates, preferably at management level.</li> <li>• Experience of working in an international environment, whether within or outside the UK.</li> </ul>
<p><b><u>KNOWLEDGE &amp; SKILLS</u></b></p> <p><i>Essential:</i></p> <ul style="list-style-type: none"> <li>• Understanding of strategic issues relating to student and graduate careers and employability.</li> <li>• Understanding of, and empathy with, the hopes and aspirations of university students.</li> <li>• Understanding of the graduate opportunity structure.</li> <li>• Understanding of the international dimension of higher education.</li> </ul>



- Ability to write and communicate verbally, with data and in writing with nuance, clarity and precision.
- Ability to present in an engaging and credible fashion to a variety of audiences.
- Ability to read and respond to complex organisational relationships, creating opportunities for strategic engagement and influencing senior colleagues.
- Ability to work flexibly under pressure, and of managing and responding to uncertainty and ambiguity.
- Ability to lead and manage teams of staff, particularly through periods of change, ambiguity or uncertainty.
- Ability to drive and foster collaboration and a culture of enabling others to succeed.
- Ability to manage and oversee complex financial decision-making and accountability.
- Ability to generate and deploy resources creatively to meet short and medium term priorities.
- Ability to plan for and deliver excellence, quality assurance and continuous improvement.

*Desirable:*

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EDUCATION & PROFESSIONAL QUALIFICATIONS

*Essential:*

- First degree.
- One or more of: a professional qualification in career development, a professional qualification in teaching and learning, a professional management qualification.

*Desirable:*

- Fellow of Higher Education Academy, or working towards Fellowship.

## An overview of The Careers Group

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The Careers Group of the 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
- Goldsmiths, University of London
- King's College London
- St Mary's University
- SOAS
- University College London
- The University of London Careers Service

The University of London Careers Service supports both distance and flexible learning students, and those at small specialist colleges in the University's federation including the Courtauld, Royal Veterinary College, St George's Medical School, the London School of Hygiene and Tropical Medicine and the School of Advanced Study. It also provides careers provision to the Institute of Cancer Research, the Royal Central School of Speech and Drama and the London Arts & Humanities Partnership.

All of The Careers Group services are closely aligned to the strategies for education, employability, enterprise and student experience of the institutions that they serve. This means that staff will partner with academics, professional services colleagues and students on creation and delivery of key initiatives that support the future outcomes of students. 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 Stewart House and contains the Director's office and a small central team, which supports the institutional services by coordinating recruitment and resourcing, providing 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. Stewart House is also the base for the University of London Careers Service.

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 of diverse heritage 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.

From October 2022, The Careers Group will offer a unique new postgraduate online learning module: [Strategic Approaches to Careers and Employability in Higher Education](#). This module will be offered as part of The University of London's [Postgraduate Certificate in Learning and Teaching in Higher Education](#). The module has been designed for global higher education colleagues with responsibility for or an interest in careers and employability strategy.

## Remuneration and Benefits

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### Location

Heads of College Careers Service are located at all colleges of The Careers Group, University of London. This vacancy is at SOAS, University of London, 10 Thornhaugh Street, Russell Square, London WC1H 0XG. Employees will be expected to work to SOAS policies on campus and hybrid working.

### 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

Salaries for senior positions are set by negotiation and will be offered subject to the skills and experience of the successful candidate.

### 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.

### Cycle Scheme

A salary sacrifice cycle scheme is available through the University of London payroll department.

### 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.

### 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.

### Pension Scheme

The University operates occupational salary 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.

### 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.

**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.

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.

**Further Employee Benefits**

See more on employee benefits in the University of London flyer that is attached on the job advertisement page, as well as on the University of London website [here](#).